

# THE HOME DEPOT

## **DropShip Freight Receiving Procedures:**

You will be contacted by the delivery agent to set up an appointment for a 4-hour delivery window. Deliveries are made between 8 a.m. and 5 p.m. Monday – Friday.

“Curbside delivery” is included in the price, and provides for delivery made to the curb at the end of your driveway. Liftgate service is included in the delivery. Drivers do not assist with unpacking, set-up or moving freight beyond the curbside, or disposal of packing materials. Signature is required for delivery. Please note, if you live down a road or driveway that the truck cannot access safely, delivery will not be completed.

At delivery, before you sign the delivery receipt and let the driver leave:

1. Ensure they have received every piece noted on the packing slip.
2. Inspect every piece individually. Make sure the carton has no exterior damage.
  - a. Damage to the carton would warrant further inspection prior to signing for the item.
  - b. If any damage has been found, make detailed notes on the delivery receipt.
  - c. You have the right to refuse the shipment if there is any freight damage to the product. The driver will take the item back if the shipment is refused.
  - d. If you choose to refuse the shipment for damage, please call us at 1-800-701-9128, ext. 124 so that we may expedite a replacement.
  - e. If you choose to accept the shipment with damage, you are accepting the product as-is. No discounts or credits will be given for damaged product.