

## **Top 3 Key Considerations for Successful Deliveries**

Ensuring accurate, timely, and damage-free deliveries requires attention to detail at every step. Here are the top three key considerations to help ensure success:

### **1. Verify Bill of Lading (BOL)**

- Match the delivery against the BOL upon arrival.
- Confirm item names, quantities, and any special handling instructions.
- Report any discrepancies immediately to the shipping provider and Palmer Hamilton.

### **2. Inspect for Shipping Damage**

- Carefully check all packages and pallet contents for visible damage during unloading.
- Look for torn packaging, crushed boxes, broken seals, or any other signs of mishandling.
- **Document all damage with clear photos** before moving or unpacking items.
- Notify Palmer Hamilton as soon as possible if damage is found.

### **3. 15-Day Inspection Window**

- Even if everything appears intact, conduct a more detailed inspection within 15 days.
- Check for **concealed or functional damage** that may not be visible at delivery.
- Report issues promptly to initiate claims or replacements within the allowable window.



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