

Receiving Your Order and Damage Claims



Thank you for your purchase. We want you to be 100% satisfied with your order and we will do our best to rectify any issues as swiftly as possible should they occur. To help us help you, please take care in receiving your order and use the following guidelines.

- ✓ **Inspect your shipment.** Verify the number of items you are signing for, and that there are no damages. *Signing for a shipment is your confirmation that the freight is in good order and claims for damages or shortages after the fact will be denied by the freight company.* Allowing the driver to leave, and not signing for the goods, also implies that you are happy with the delivery.

- ✓ **If there is damage,** inspect the goods, photograph the issue, and mark the bill of lading accordingly. Report the damages / shortages to the local freight terminal. *Email us this information, along with the photographs, to: orders@tuckerspotttery.com and we will assist you with the claims process.*

- ✓ **If you instruct the driver to bring your shipment inside,** and have not previously been quoted for "inside delivery", please note that *there will be a surcharge for this service.* The freight company will invoice us for the extra charges, and we will be contacting you to recoup those extra charges as well.

Tuckers, the most trusted name in clay.



The Most Trusted Name in Clay.

TUCKER'S
POTTERY SUPPLIES INC.



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