

## **ALVAS GLASSLESS MIRROR FREIGHT RECEIVING INSTRUCTIONS FORM**

### **IMPORTANT / MANDATORY**

**It is your responsibility**, as the customer, to read and understand the following mirror instructions before you take delivery of any Glassless Mirror. Please note that Alvas recommends all prospective glassless mirror customers obtain a Mirror Sample before purchasing to ensure that the product is appropriate for their needs. Samples may be obtained by calling Alvas (310-519-1314)

**Because of the unique nature of these mirrors, to support you in the event of a shipping damage-claim, it is vitally important that you, the customer, strictly adhere to the following receiving instructions:**

1. Your presence is required for the proper receiving of your mirror shipment. Please allow at least 20 minutes at the time of delivery to receive delivery of your order.
2. First check the condition of the outside of the box and notate any damage you find on the "BILL OF LADING" (This is the paperwork that the driver presents you for your signature).
3. If the box shows no visible signs of damage, you must then inspect the contents. Examine the mirror panel fully, check for a warped frame, wrinkles, punctures and the reflection clarity in the mirror panel. Notate any damage you find on the "BILL OF LADING" (This is the paperwork that the driver presents you for your signature).
4. **Do Not Refuse Delivery.** Instead, please write a detailed description of the damage, take photos of the boxes, and mirrors and call Alvas immediately. Alvas Claims: 310-519-1314
5. **If the driver refuses to wait** for you to inspect the shipment, notate that on the BILL OF LADING and contact Alvas immediately.

#### **IMPORTANT:**

- All shipments must be inspected within five (5) days of receipt.
- If you fail to inspect the contents of your shipment in the presence of the driver at the time of delivery and/or fail to make your note on the Bill of Lading, you severely limit and possibly exclude Alvas' ability to file claims, collect damages and replace damaged mirrors, and you may not be entitled to "full credit" nor "full replacement value" for your damaged order.
- If you wait longer than five (5) days to inspect the contents of your shipment and you fail to note any damage, you will not be entitled to "full credit" nor "full replacement value" for your damaged order.

Your signature (and date) below is your agreement that you have read, understand and will follow the above Alvas Glassless Mirror Freight Receiving Instructions and that you have either seen a Mirror Sample, or you agree that you already know about the product and do not need to see a Mirror Sample prior to placing this order.

\_\_\_\_\_  
Print Full Name

\_\_\_\_\_  
Signature\*

\_\_\_\_\_  
Email

\_\_\_\_\_  
Date\*

\* A signed, dated copy of this document must be on file before Alvas will process any mirror order.  
All returned merchandise is subject to a 25% restocking fee.