



RECEIVING GUIDE

— PROTECT YOUR SHIPMENT FROM THE MOMENT IT ARRIVES —



NEVER SIGN FOR A SHIPMENT UNTIL YOU'VE COMPLETED A BASIC INSPECTION.

1 BEFORE THE DRIVER LEAVES



- ✓ Compare the number of pallets and cartons to the delivery paperwork.
- ✓ Inspect every pallet, crate, and box for visible damage.

LOOK FOR:

- Crushed corners
- Torn cardboard
- Broken pallets
- Forklift punctures
- Water damage
- Missing cartons
- Open packaging



- ✓ Photograph the shipment from every side before moving anything.

2 IF YOU NOTICE DAMAGE



Do **NOT** simply sign the delivery receipt.

Instead:

- ✓ Photograph all damage.
- ✓ Photograph the shipping labels.
- ✓ Photograph the entire shipment.
- ✓ Write detailed damage notes on the driver's delivery receipt.
- ✓ Keep all packaging materials.
- ✓ Contact Gym Crash Depot immediately.

EXAMPLES OF GOOD NOTES:

- ✓ Pallet broken
- ✓ Carton crushed
- ✓ Forklift damage
- Hole in packaging
- Stretch wrap torn
- Possible concealed damage



AVOID WRITING ONLY:

Subject to inspection
Many freight carriers will not honor claims using that wording alone.

3 AFTER DELIVERY



- ✓ Move the shipment to a safe, dry location.
- ✓ Open each carton carefully and inspect every item before disposing of any packaging.
- ✓ Keep the following until you're certain everything is present and undamaged:



Boxes



Foam



Pallets



Stretch wrap

4 CONCEALED DAMAGE



Sometimes damage isn't visible until the equipment is unpacked.

- ✓ Stop unpacking immediately.
- ✓ Photograph everything.
- ✓ Save all packaging.
- ✓ Contact Gym Crash Depot as soon as possible.



PROMPT REPORTING GIVES THE BEST CHANCE OF RESOLVING FREIGHT CLAIMS.

5 MISSING PARTS



- ✓ Verify every carton has been opened.
- ✓ Check inside protective foam and packaging.
- ✓ Compare the contents to the packing list.

If parts are still missing, contact Gym Crash Depot with:

- ✓ Order number
- ✓ Photos
- ✓ Description of missing items

6 DELIVERY COMPLETE?



- ✓ Shipment received
- ✓ Equipment accounted for
- ✓ No visible damage
- ✓ Packaging retained until installation

You're ready for assembly and installation.

NEED PROFESSIONAL INSTALLATION?

Gym Crash Depot proudly partners with Gym Crash Heroes for professional equipment delivery, assembly, installation, repairs, preventative maintenance, and turnkey commercial fitness facility installations throughout our service area.



If you're outside our service area, we work with trusted independent installation providers to help complete your project.



PRO TIP

The few minutes you spend inspecting your shipment can save days—or even weeks—of delays.

WHEN IN DOUBT, DOCUMENT EVERYTHING BEFORE SIGNING FOR DELIVERY.



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