



CUSTOMER RESPONSIBILITY TO INSPECT FREIGHT SHIPMENTS

We do our best to make sure your order is processed correctly and shipped with care by professional carrier services. Despite our best efforts, on rare occasions, some items can be damaged or misplaced. Please inspect all items for damage upon delivery as your shipment is unloaded and contact us right away if you notice any damage or shortage!

On arrival, inspect the shipment immediately for obvious signs of damage. Any and all shortages and damages must be written on the Bill Of Lading (BOL). Should you determine that any items are damaged or missing, you **MUST** note the item, the discrepancy, and the condition on the BOL .

If the boxes are visibly damaged, refuse the delivery and contact us immediately to request a Return Merchandise Authorization (RMA) number so the merchandise can be shipped back to its origin at no charge.

1. When signing for freight, always write "SUBJECT TO INSPECTION".
2. Inspect the freight before you sign.
3. Note on the freight bill any obvious damage at the time of delivery (i.e. box corners crushed, tears, rips, slices, marks etc.); be specific and take photos of the damaged items.
4. If you suspect internal damage, open the boxes immediately.
5. Even if no damage is suspected, open the carton(s) within 24 hours and conduct a thorough inspection.
6. After noting the freight damage on the BOL, you must notify us immediately. We will ask you to send us a copy of the BOL that notes the freight damage.
7. Hold all damaged goods and their packaging materials, in the original location, for inspection by the carrier.
8. Keep a copy of the BOL noting the damage and the driver's signature.

eBottles cannot be held responsible for freight damage or missing products. It is the freight company's responsibility to deliver the shipment in good condition, and it is the customer's responsibility to inspect and sign for the products and note any missing or damaged pieces.