

Receiving A Shipment

YOUR RESPONSIBILITY WHEN RECEIVING FREIGHT

SAVE ALL DELIVERY RECEIPTS • REPORT ANY DELIVERY PROBLEMS PROMPTLY

1. Verify Count

Make sure you are receiving as many cartons as are listed on the delivery. If any shortage is discovered, note exactly how many cartons are short on the carrier's delivery receipt and have the driver note the shortage on your copy.

2. Upon Delivery, Carefully Examine Each Carton

If damage is visible, so note this fact on the delivery receipt and have the driver clearly note that fact on your copy. If carton has appearance that contents inside may possibly be damaged, insist that it be opened right at that time, and both you and the driver should make joint inspection of the contents. Any concealed damage discovered should likewise be noted on the delivery receipt and on your copy. Be sure to retain your copy.

3. Immediately After Delivery, Open All Cartons and Inspect for Concealed Damage

Any damaged items must be held at the point where received along with all containers and inner packing materials. Do not discard anything.

4. Promptly Notify LMC Customer Service

Any damage or shortage **MUST** be reported to LMC within ten days after delivery. Any claims after ten days cannot be accepted.

5. Keep Damaged Items in Receiving Area

Keep any damaged items in the receiving area for inspection. Allow inspector to inspect damaged items, cartons, inner packing materials and delivery receipt. Be sure to retain your delivery receipt - it will be needed as a supporting document when claim is filed along with your inspection report.

6. Await Final Notice from LMC

LMC Customer Service will contact you regarding final claim resolution.

Returns

Return Requests must be made within 30 days after delivery. Contact LMC Customer Service and we will work with you to review your request and process a refund, credit or replacement. All requests must include original P.O. number and a description of the item you seek to return. Returned items must be properly repacked in their original cartons for safe shipping. Returns may be subject to freight costs and restocking charges.



Lowery McDonnell Company

Improving Educational Environments Since 1959.

Ordering Information



Online:

www.lowerymcdonnell.com



Fax:

888-435-1035



Phone:

888-656-9379



Mail:

Lowery McDonnell
255 Mittel Drive
Wood Dale, IL 60191

Tips When Ordering

- Provide a purchase order number on all orders, including phone orders. This helps identify orders, shipments, and invoices.
- Double check and utilize catalog product numbers.
- Be sure to specify sizes and color selections if applicable.
- Indicate date you would like to receive merchandise. Include a "Not Before" date if required.

Shipping Information

- FREE Shipping on Supply & Teacher aid orders over \$50.00 (Add \$5.00 shipping for orders under \$50.00).
- For furniture & items marked "Shipped Direct from Manufacturer", add \$50.00 or 20% of order total, whichever is greater.

Terms & Conditions

- LMC prices seldom change but they cannot be absolutely guaranteed. LMC will notify you if your order has any item that has a price change.
- All items shipped and billed are due for payment within thirty days of our invoice date.
- Credit terms are granted automatically to public schools, public school systems, most government funded institutions and existing commercial accounts. Other customers, please call to request an LMC Credit Application.