

Shipping Policy

There may be instances where special delivery arrangements are required and it is best to request additional services (such as liftgate, residential, limited access, etc.) when placing your order. Please advise QDTI'S Customer Service Department of any additional delivery requirements that were not requested at the time of order so we may authorize the charges.

It is the **CUSTOMER'S RESPONSIBILITY** to verify the delivery is for the correct product. Count the number of pieces and inspect for damages **PRIOR** to signing the proof of delivery provided by the driver. All discrepancies or visible damage **MUST** be notated on the delivery receipt. Signing for delivery without noting any damages or issues on the receipt legally indicates you received your delivery in good condition. All delivery discrepancies including damages must also be called into our customer service department listed on the delivery receipt within 24 hours of delivery. **WE DO NOT GUARANTEE** replacement parts or products free of charge due to concealed or unreported damage. Additionally, leaving a note and/or instructions for the driver is the same as signing for your products in good condition. QDTI will not be held liable if you authorize the carrier to leave freight without a signature.

Unloading: With **Less-Than-Truckload (LTL)** shipments, it is the truck driver's responsibility to move the freight to the back of the truck but not to offload the item(s). Some services such as liftgate and inside delivery may be available at an additional charge. These special services must be requested before shipment to avoid incurring re-delivery charges.

Damages & Shortages: You are responsible for counting the freight and noting any and all shortages on the delivery receipt. All damages to packing must be noted on the delivery receipt with a brief description. These notes must be made before signing the receipt. If equipment is missing from your order or damaged and not noted on the delivery receipt, please call us within 24 hours so we may try to assist in finding the missing items or filing a concealed damage claim on your behalf.

Example Note on Delivery Receipt: One carton damages and three cartons short.

Special Notes:

- The trucking company is only liable for your goods if noted on the delivery receipt.
- If you do not sign the delivery receipt short or damaged when the condition exists, we cannot file a claim, and the replacement items become your financial responsibility.
- Delivery times are estimates; if you require your shipment to be delivered by a certain date and/or time, a Guaranteed Delivery quote must be requested.
- Orders are subject to a storage fee of \$50.00 per day and per order if not picked up within three (3) business days upon receipt of notification. There will be an additional charge per hour if the truck is unable to offload for any reason.