



ORDER RECEIVING GUIDELINES - Updated November 2016

Thank you for your order!

Your order contains items shipped via LTL (Less Than Load) freight such as TV's / LFD (Large Format Displays). Please take note of an important industry change impacting the time allowed to notify carriers of a potential LTL concealed damage claim:

Effective Saturday, April 18, 2015, all LTL shippers & receivers **now have only five (5) business days** to provide notification (verbal or written) of LTL concealed damages to the carrier of record. **Failure to provide this timely notification will result in your inability to file a freight claim.**

What does this mean to you? In the event your location receives a drop shipped order, you must inspect all items for concealed and/or visible damage per the guidelines below as outlined by our own vendors. If damage is found, you must notify CCCP so we can arrange a claim with our vendor/shipper immediately and have a replacement shipped to your location without any financial risk.

In the past several years, manufacturers have provided less protective packing around large displays, resulting in increased **concealed damage** claims. Performing this inspection on each product received will prevent project delays and protect you financially.

Checklist

Perform inspection of outside packaging. If visible damage exists, refuse the shipment or sign for the delivery as "damaged".

If shipment is accepted, you must perform the following **within 5 days** of receipt:

- Turn on TV to ensure no cracks or defects appear in the viewable image
- Run firmware updates as required by vendor web site or technical support personnel
- Check that all inputs are functional **(to identify defects within 30 days)**
- Check that audio is functional **(to identify defects within 30 days)**
- Check that unit responds to Control signals **(if applicable – to identify defects within 30 days)**
- Check for concealed damage. **If damage is discovered, pictures of damage are required, including:**

- Front, Back and all Side panels
- Damaged area
- Serial number on TV
- Front, Back and all Sides of Box
- Top of box with packing
- Serial number on box

 Please keep each picture under 1MB in size

Please send information and required pictures to returns@cccp.com immediately so we can assist you.

Lena Slusarek
VP of Procurement
Camera Corner / Connecting Point
920-438-0322