

HOW TO RECEIVE A SHIPMENT

Step 1: Count All Pieces



If items are missing, note them on the bill of lading (BOL).

1. For missing items, delivery driver **MUST** sign **BESIDE** your note on the BOL.
2. Continue to inspection.

Step 2: Inspect for Damages

First, look for a **Tip-N-Tell** (all assembled unit shipments) or a **Drop-N-Tell** indicator (Commercial RO systems). If these indicate the shipment has been tipped or dropped excessively, take a picture of the indicator and note this on the BOL, ensuring it is signed by the driver.



Visible Damage

Write **"Possible Concealed Damage"** on BOL & note the type of damage.

Look for:

- Items that appear damaged, torn, broken or tampered with or have a puncture hole
- Broken skid or mishandled pallet
- Torn shrink wrap or has been re-wrapped with another color of shrink wrap

TAKE PICTURES OF ALL DAMAGES.

1. Delivery driver **MUST** sign beside your damage notes.
2. You and driver sign both copies of the BOL after all damages/shortages have been noted.
3. Check inside all packages and begin the claims process within 5 days if damage is found. Retain the product until notified otherwise.

No Visible Damage

Note on the BOL:

"Subject to inspection for concealed damage and missing freight."

Draw a line under that statement before driver signs.

1. Delivery driver **MUST** sign beside your concealed damage note.
2. You and driver sign both copies of the BOL.
3. Check inside all packages within 5 days of receipt & if concealed damage is found, begin claims process. Retain the product until notified otherwise.

Failure to note missing or damaged items before signing the receiving document (BOL) means you have received the shipment in good order and no further action will be taken with the shipping company.

CLAIMS PROCESS

SHIPMENTS ARRANGED BY CANATURE WATERGROUP (CWG)

You must report the claim to a CWG Customer Service Representative within 5 days of receiving the goods.

You will need:

1. Pictures of damages
2. Signed BOL noting damages, concealed damages or missing items.

Claims not reported with 5 days OR without the above documentation will be rejected. Retain the product until notified otherwise.

COLLECT AND SHIPMENTS NOT ARRANGED BY CWG

File your own freight claim with the carrier for shipments that were sent collect or where you have arranged the freight. Retain the product until notified otherwise.



Canature WaterGroup Customer Service

1-877-288-9888

customer.support@canaturewg.com

80155500 REV 2 2026-07-23