** CAREFULLY READ THIS GUIDE BEFORE ACCEPTING DELIVERY OF ANY SHIPMENT **

Carefully inspect your shipment! Always take a photo of each delivery **before** it is removed from the trailer. Take your time to thoroughly inspect your coffee. The driver cannot leave until you have completely inspected the shipment and signed for it. Please feel free to call us when receiving your delivery and we can walk you through it.

Before signing for your delivery and before the driver leaves, **carefully inspect your pallet** for any visible damage. **If there is any damage, take plenty of photos and detail the damage on your Bill of Lading (BOL) AND the Proof of Delivery (delivery receipt)**. Have the driver note the detailed damage on the proof of delivery with their printed name and signature. Note this damage on your copy **and** the driver's copy. The more detailed description of the damage the better.

Count the amount of bags, boxes, pieces, etc on your pallet. **Verify that the quantity matches what was expected**. Detail any missing pieces on both copies of the Proof of Delivery receipt and have the driver note the missing pieces with their printed name and signature. We have seen bags go missing from pallets. **We cannot file a claim for missing bags without a note on the Proof of Delivery receipt**.

Make sure to **share these instructions with any staff** member who is authorized to accept delivery. We encourage you to post instructions at your roastery to minimize any issues with all freight arriving at your facility.

Immediately notify Hacea Coffee Source of any damage, missing coffee or other pertinent information regarding your delivery.

Checklist:

- ☐ **Photograph each pallet** inside the trailer before they are moved.
- ☐ **Verify the number of pieces** or bags on the pallet.
- ☐ Thoroughly **check for visible damage.** We have seen carriers try to hide damaged bags.
- ☐ Take many **photos of all damage and note on both copies of the Proof of Delivery receipt**
- ☐ **Keep a driver-signed copy of the delivery receipt/POD and BOL with all damage noted in detail**. Make sure to **note the damage on the driver's copy** as well. Some carriers are using digital POD systems - **make sure to have all issues noted with specifics on the digital POD before signing anything!**
- ☐ Immediately **notify Hacea Coffee Source** of any damage or issues.

If these procedures are not followed, we will not be able to file a claim on your behalf