



Inspection Instruction

We do our best to make sure your order is processed correctly and shipped with care by professional carrier services. Despite our best efforts, on rare occasions, some items can arrive damaged or misplaced. Please inspect all items for damage upon delivery as it is unloaded. If you notice any damages, please contact us *right away* and we can take care of it for you.

We take care of our customers

Responsibility lies with customer when damaged goods are signed off and received. ***However, with Ohana, you can be assured that we will extend our services to take care of you to resolve any issues.*** In return, we ask for your cooperation by reading the following carefully and properly inspect your delivery during receipt.

Inspecting your delivery

It is very important all deliveries are thoroughly inspected to make sure all of your items are received and any damage or missing items will be addressed without dispute.

Your signature on the Bill Of Lading (BOL) represent acceptance of the merchandise as is and in good order. Please be sure to properly inspect your delivery before signing it.

1. Whenever signing for freight, always write "SUBJECT TO INSPECTION".
2. Inspect the freight before signing the Bill of Lading. You MUST:
 - Inspect for Visible Damage upon Delivery: If any items are damaged or missing, please make a note on the Bill Of Lading which item, the discrepancy, and the condition of item BEFORE you sign it.
 - Open All Boxes for Inspection: Any damaged merchandise (concealed or not) must be noted on the Bill Of Lading. If it is not noted, the liability to prove that the delivering carrier did the damage becomes your responsibility.
 - Inspect Everything Before Driver Leaves: Drivers can't leave until the Bill Of Lading is signed. The driver is there to help you receive your shipment and answer your questions. Make sure everything listed on the Bill of Lading is delivered and in good condition. When you've determined that the condition and quantity of your freight is acceptable, you can then sign the delivery receipt. The driver will provide you with a copy and take the signed copy with them. If a copy is not offered, please request it for your records.
3. If you suspect internal damage, open immediately.
4. Even if no damage is suspected, open the carton(s) within 24 hours and make a thorough inspection.

In case of visible damage

1. If the merchandise is visibly damaged, refuse the damaged item/box **only**.
2. Note on the freight bill any obvious damage at the time of delivery. Be Specific. (Ex: crushed box corners, tears, rips, slices, marks, etc.)
3. After noting the freight damage on the bill of lading, contact us immediately.

In case of concealed damage

1. If you discover concealed damage after the driver leaves, immediately photograph or document the packaging and the damage.
2. Keep the packaging and do not move the item.
3. Contact us *immediately* and we can assist in filing for a concealed damage claim and send you the replacement item.

CONTACT US:

IF YOU FIND VISIBLE OR CONCEALED DAMAGED ITEMS

-OR-

IF YOU ARE HAVING DEIVERY RELATED ISSUES (e.g.: No Show):

Call (503) 894-3149

Email: contact@ohanadepot.com

At Ohana Depot, your 100% satisfaction is our priority. If you have any questions or concerns, please contact us by email contact@ohanadepot.com.