



SHIPPING & RECEIVING YOUR FUJI MATS

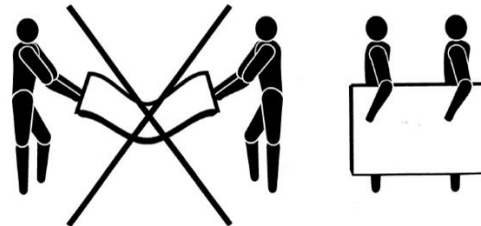
Please review carefully and let us know if you have any questions. We greatly appreciate your business!

IMPORTANT INFORMATION

Your FUJI Mats are being shipped via a specific freight carrier that we have designated for your location. They are uniformly stacked on a heavy pallet and wrapped with protective packaging. We will email you the shipment tracking information after your shipment leaves our facility. The freight carrier will contact you directly to set up a delivery appointment. Calling the carrier proactively to arrange the delivery is a good idea!

When your FUJI Mats arrive to your facility, **you will be responsible for the following:**

- **Provide the proper amount of personnel** to move the mats from the truck and into your facility. Your help must be there when the truck arrives as the driver will not wait. The delivery driver is only responsible for moving the mat pallet to the end of the truck unless we have already prearranged a lift-gate to drop the mat pallet to the ground. If you do not have the lift-gate prearranged and you ask for it while the driver is there; you will be charged a fee for this service.
- **Inspect the mat stacks prior to the driver cutting off the wrap.** There is always a possibility of damage during shipment. Inspect potential damage upon arrival; immediately take some photos showing the problem. Remove the wrap and unload the mats individually.
- **Handle the mats carefully:** Carry the mats like a sheet of drywall. One person on each end so the mat is not bent in any way. Keep in mind, your warranty will be void due to mishandling.
- **If damage is questionable, notate the issue(s) on the delivery receipt prior to signing for the shipment.** If you follow this procedure, we will be able to file a claim with the freight carrier for repair or replacement.
- **If any damage is not notated, you are accepting the shipment in the condition received. Neither the freight carrier nor FUJI Mats can be held responsible for the damage. FUJI mats will help to recommend repair or replacement as economically as possible.**
- Once your shipment is unloaded from the truck and all is inspected, **sign the receipt and keep a copy for your records.** If you have any additional questions, please do not hesitate to contact us or visit www.fujimats.com for more information. Thank you for choosing FUJI Mats!



PROPERLY CARRY YOUR MATS: