

DekTek Tile

The New Generation of Decking

3253 Laketown Rd. Sturgeon Lake, MN 55783

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Reporting Damage on a DekTek Tile Shipment

Even though we palletize the shipments very well, sometimes freight damage can occur. If any damage occurs, these are the steps that need to be taken:

1. When the shipment arrives, check pallets for any obvious damage. Any pallet of tiles that is visibly damaged on initial inspection **needs to be reported immediately to the driver of the freight company**. We will then file a claim with the freight carrier and replace damaged tiles.
2. Even if there is not any visible damage to the shipment, **it is your responsibility to inspect the tiles WITHIN 3 BUSINESS DAYS** and report damage of any kind within 3 business days after delivery. Our freight carriers only give us a small window to file a claim, so please understand if you were to report damage after 3 business days, DekTek Tile won't be held responsible for replacing damaged goods, as we do not have any recourse with the freight carriers that caused the damage. In the event damage is reported to DekTek Tile after 3 business days, we will file a claim and do what we can to get reimbursement, but it will be up to the individual freight carrier whether they will honor any claims at that point or not.
3. Upon inspection of the tiles, if damage did occur, **photos of damage need to be taken and submitted to DekTek Tile**. We will need to pass this along to our freight carriers in order to file a claim. You can either email to: info@dektektile.com or text to 612-770-5725. Please note that some chipped or broken tiles can be used for cutting edge pieces.

Thank you for your cooperation.

Sincerely,

The DekTek Tile Team