

## **NEW DELIVERY ACCEPTANCE INFORMATION!**

**We take great pride in our products and want to make sure your order arrives in perfect condition. To help accomplish this we need your help in identifying if any shipping damage has occurred during transit.**

**Please follow the steps below BEFORE SIGNING for and ACCEPTING Delivery:**

### **NO VISIBLE DAMAGE:**

If there is *NO* visible holes, rips, dents or tears to any of the packaging, then please sign and accept your delivery without making exceptions.

### **VISIBLE DAMAGE:**

If there *IS* visible holes, rips, dents or tears to any of the packaging, please notate the extent of the damage in the exceptions area of the delivery slip, and accept your delivery. Contact EWheels service department at 888-571-2845 (x1) if the scooter is found to be damaged after unpacking. Please note the delivery driver is *NOT* obligated to wait for you to unpack the scooter to inspect before you accept the delivery.

### **EXTREME DAMAGE:**

If there *IS* an extreme amount of obvious damage to the packaging of your scooter, please refuse the delivery as "Damaged in Transit", then both you and the Delivery Driver must sign the BOL. Immediately notify EWheels shipping department at 888-305-0881 (x2) if a shipment is refused due to extreme damage.

### **CONCEALED DAMAGE:**

If there was *NO* visible damage the packaging, but scooter is damaged, immediately call EWheels service department at 888-571-2845 (x1) to report the damage. Concealed damage claims are limited to 72 hours after delivery in order for us to file a damage claim and provide you with the fastest solution.

**It is important you know that we put each scooter through a 35 point inspection two separate times before shipping. Although the package may not appear damaged, this does not mean it was not mishandled during transit.**