

Principles

BVC SHIPMENTS

RECEIVING POLICY

INTRODUCTION

Thank you for your recent purchase of BVC Outdoor LCD Product. The receiving policy below will help mitigate damages associated with your display shipment. The physical receipt of all product is the responsibility of the customer's receiving department. Please do your due diligence to inspect all shipments to ensure they are delivered to the appropriate location, packing list and contents are consistent with your open Purchase Order in terms of model type, quantities, etc. Any discrepancies should be resolved prior to signing any delivery slips.

While shipping and concealed damages are rare, they do happen on occasion. There are a few ways we recommend handling any shipments presented with external or potential internal damages.

REFUSE THE SHIPMENT

This is the easiest and fastest way to resolve damages associated with a TV being received with clear signs of damage. Just do NOT accept the shipment and it will be returned to the shipper so a replacement can be issued without any headaches associated with a claims process.

ACCEPT SHIPMENT AND NOTATE POD

If you accept a shipment with obvious signs of potential damage, clearly state that the items received have signs of damage. This considerably improves our chances for a favorable resolution with the shipping company. If, when signing for the shipment, the recipient fails to indicate there was damage, then a Shipping Damage Claim will likely be denied. Inspect the damages, taking multiple photos of the delivery, and contact our Customer Care Center immediately to report issues. Any shipping damages must be reported within 5 DAYS of delivery to remain valid.



RECEIVING POLICY

SHIPMENTS WITH CONCEALED DAMAGES

If a shipment has damages to the unit inside the box and it was not noted at the time of delivery, in order to file a claim for a replacement unit, you will need the following photographs of your shipment, packaging and display. Concealed damages should not have been installed, have been received at a facility and moved to another the location prior to reporting damage, show damages to the matching box, or show any puncture wounds or signs of trauma to the packaging or unit. From there, in approximately 1-2 weeks BVC will render a decision about a claim approval.

TO REPORT DAMAGE CLAIMS

Please contact the BVC Customer Care Center through the methods below:

Call: 855-681-0396

Website: www.bv-collective.com/resources

Email: support@bv-collective.com

