



# IMPORTANT! PLEASE READ!

## Memphis Wood Fire Grills Product Delivery Inspection Process and Freight Claim Form:

1. **Inspect the Shipment.** Before signing and taking delivery of any Memphis or Beale Street product, you must fully inspect the shrink wrap, the exterior of the box(es) and the pallets for damage. Look for signs of potential damage, for example, unnatural creases, bends, or punctures in the box; damage to the pallets; or rips in the shrink wrap. *If a puncture or rip is visible, attempt to inspect the contents of the box while keeping the packaging material intact and suitable for transport, if possible.*
2. **Take photos and note any suspected damage by writing “Suspected Damage” on the delivery receipt.** If you do not note the suspected damage on the delivery receipt and provide to the driver, you waive any claims for damage, and any costs for replacement parts to cover freight damage are at your expense. *For dealers that drop-ship from Memphis Grills, it is your responsibility to communicate this process to your customer!*
3. **Open and inspect the contents of all boxes for actual damage within seven (7) business days of delivery.** Once the shipment has been delivered, you have seven (7) business days to physically open and inspect the contents of all boxes for actual damage.
4. **If you find actual damage, complete the attached Memphis Grills Freight Claim Form and email to [techserv@memphisgrills.com](mailto:techserv@memphisgrills.com) with photos of the damage.** Failure to complete and return the Freight Claim Form (with photos of the damage) within seven (7) business days of delivery waives any claims for damage, which will be the responsibility of the dealer.



## Memphis Grills Freight Claim Form

\*\*Must be completed & emailed ASAP (no later than seven (7) days after product delivery) to: [techserv@memphisgrills.com](mailto:techserv@memphisgrills.com).

Date of Freight Delivery: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Original PO#: \_\_\_\_\_

Packing Slip#: \_\_\_\_\_

Dealer Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Part Description#: \_\_\_\_\_

Serial Number: \_\_\_\_\_

**Description of Damage: Also, please attach photos showing visible damage to your email!**

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**\*\*Complete & email this form with photos to [techserv@memphisgrills.com](mailto:techserv@memphisgrills.com) within 7 business days of product delivery. *Online submission coming soon!***