



Phone: 705-342-7472
Toll Free: 888-810-4709
Fax: 705-342-7698
Email: info@enviroharvest.ca

BEFORE the Trucker Leaves

Thank you for your business. It was our pleasure to serve you.

Please take a moment to read over these following points regarding shipping.

Your order was shipped from Ready Reserve Foods on: _____

To track your shipment, the waybill or tracking number is: _____

The delivery carrier and contact phone number/website are: _____

If your order is being delivered by common carrier on a pallet (larger orders)

Once the pallet arrives at your local terminal the shipper is instructed, on the bill of lading, to notify you prior to delivery to schedule a delivery appointment with you.

When the truck arrives:

It is very important to take a moment to inspect your delivery before signing the driver's paperwork. The total case count of the shipment is also noted on the bill of lading; please check to verify that all of these cases are present on the pallet before signing any of the driver's paperwork. **DO NOT LET THE DRIVER RUSH YOU!** *This is an important procedure and protects you, your shipment and us.*

RRF takes additional measures to ensure the integrity and accuracy of your shipment. Please note the following aspects are in place upon arrival. RRF have put these procedures in place to ensure your order's integrity:

- A "Do Not Stack" cone on top of the pallet (white and red), which is strapped to the pallet with a heavy duty plastic strapping device
- 4 Edge Protectors on each corner of the pallet (white)
- Stretch wrapped in a **dark green** plastic **NOT CLEAR**
- 4 - 5 coloured Name & Address signs, one on each visible side of the pallet
- **Please see the picture below to use as reference for what the shipment should look like**

If any of these precautions are missing or have been compromised, PLEASE make note of this on the bill of lading and have the driver verify it as well. This helps reserve our rights for a freight claim if there are damaged or missing products. If there are any concerns with regard to the shipment please notify us as soon as possible.

If your order is being delivered by a small package company (UPS or FedEx)

* Please make the driver note any damages to the outside of the cases. Any minor dent or damage could mean a destroyed can inside.

* If possible, please immediately take pictures of any damages that you see. If the delivery driver is present, please make him note this as well.

Ready Reserve Foods Inc. and Enviroharvest Inc. will not be held responsible for damages that are not noted on the bill of lading / delivery receipt. It is the customer's responsibility to thoroughly inspect the shipment and verify its integrity against the points listed above. Any discrepancies to these points **MUST** be listed on the bill of lading in order to resolve a damage claim.



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If your order is shipped on a pallet, it **MUST** look like this on arrival.

Any shipping issues will be taken care of immediately with the help of your cooperation.

Enviroharvest Inc.
Ready Reserve Foods, Inc. (800-453-2202)

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www.enviroharvest.ca