

HANDLING GUIDELINES CONSOLIDATED DELIVERIES

RECEIVING THE DELIVERY



RECEIVING THE DELIVERY



IMPORTANT - Before unloading, check the delivery. If the product is obviously damaged reject the delivery and take clear photos of the damage, including the consignment note number and call **1800 948 101** or email orders@larnec.com.au as soon as possible for prompt corrective action.

For any deliveries where damage is suspected but not obvious, sign the POD as damaged STC (subject to check) before proceeding with inspection of the goods.

Any orders in which Larnec can provide a clean carrier POD without a damaged STC notation, Larnec reserves the right to reject any damage claim made.

PACKAGING - SINGLE PALLET - MULTI DOOR - CONSOLIDATED DELIVERY



When you receive your consolidated delivery from Larnec, multiple Purchase Orders will be packaged over one or several bulk pallets.

These consolidated deliveries are easily identified by the black shrink wrap packaging around the full pallet.

Every delivery will have several labels and documents attached. All serve a specific purpose to help you identify your goods on receipt.

PACKAGING - OUTER PACKAGING (BLACK SHRINK WRAP) - SHIPPING LABELS



Shipping labels are affixed to the outside of the door for transit. These labels will show important details such as Consignment note number, Delivery address, Sender, Description, Weight, Special Instructions and No of pallets consigned.

IMPORTANT!

It is critical to record the consignment note number from this label in the instance of any damage in transit, this will ensure timely processing of any claim applications.



Larnec Group

20 Mallett Road, Tullamarine, Victoria. 3043
1-3 Shepherd Road, Swan Hill, Victoria. 3585

1800 527 632
www.larnec.com.au

MAKE SURE IT'S A **LARNEC** DOOR.

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OUTER PACKAGING (BLACK SHRINK WRAP) – SUMMARY DESPATCH NOTE



For consolidated deliveries, a summary despatch note will be attached in a clear plastic envelope to the outside of each pallet of the delivery, containing details of the order such as: Account Number, Consignment Note Number, Ship to address, Individual Sales order and customer Purchase Order numbers and product codes and descriptions.

Each pallet will have its own summary despatch summary detailing the contents packed in that pallet and is your source of truth for what is contained within. This should be used to confirm receipt of the products.

EXAMPLE SUMMARY DESPATCH SUMMARY:

Dispatch Note

165300

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SHIP TO:

CA- METROLL - TAMWORTH
2C JEWRY STREET
WEST TAMWORTH
NSW 2340
STX001WEST

DATE: 03/10/22

DISPATCH DATE: 02/12/22

SHIP VIA: BORDER EXPRESS

ACCOUNT ID: STX001

CUSTOMER ORDER NO: WSS WSS 223721

INTERNAL ORDER NO: Internal Order No.

DISPATCH NOTE NO 153911

Item Code	Customer P/Order / Door No	Qty Supplied	Qty B/O	Unit	Description
650.37.820.DU	WSS WSS 223721	1	0	EAC	2040 x 800 PA Door & Jamb Dune
006.021	WSS WSS 223721	1	0	EAC	FURNITURE-S590-SL80 KNOB/ LEVER ENTRICE SET CARBINE S590-SL80 -KNOB / LEVER ENTRANC

NOTES

Dispatch Via: BORDER EXPRESS

Date:

Name:

Signature:

If the stock and quantity received does not match what is listed on the dispatch summary, please call **1800 948 101** or email orders@larnec.com.au within 24 hours for resolution.



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PRODUCT PACKAGING – PALLET PER DOOR



One purchase order per pallet for easy storage and onforwarding. Each pallet overhangs the door to protect the product from damage during transit.

PRODUCT PACKAGING – PRODUCT LABELS



Product labels are affixed to the outside of the door packaging for fast identification of the internal product. These labels will show important details such as Buyer, Job number, Client, Delivery Point, Total Number of doors, (i.e., 3), Door Number, i.e., 1 (of 3), Door type – product, size, colour and hardware



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CHECKING FOR DAMAGE



CHECKING PRODUCT FOR DAMAGE



1

Check for external corner damage on all four corners.



2

Check for external face damage, such as damage from other freight being loaded on top of the door.



3

Examples of door packaging damage.



4

Cut the straps and turn the box over.



5

Check for external bottom damage, such as fork tine damage.



6

Open the packaging and check the product for damage, paying particular attention to the corners and surfaces.

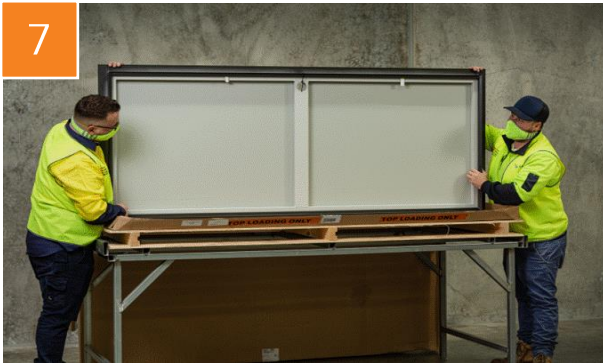


HANDLING GUIDELINES CONSOLIDATED DELIVERIES

CHECKING FOR DAMAGE



7



Lift door and check the internal condition of the door.

DAMAGED PRODUCT?

If there are any issues with your product, please take photos of the damage and call **1800 948 101** or email orders@larnec.com.au as soon as possible for prompt corrective action.



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PRODUCT STORAGE



ON SITE STORAGE

NOTE: While our doors are designed and manufactured to withstand the harsh Australian Weather conditions, our packaging is intended to protect your goods in transit. Consequently, it is highly recommended that if you intend to store the goods for any period prior to installation, this must be done in a secure, undercover facility.



Goods must always be stored in a dry, undercover facility prior to installation.



Never store the product where it is exposed to the elements while it remains within the packaging.

THANK YOU

If you have any further questions, please reach out to us on [1800 948 101](tel:1800948101) or email orders@larnec.com.au.

Our office hours are Monday to Friday, 8:30 AM to 5:00 PM, excluding Victorian Public Holidays



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