

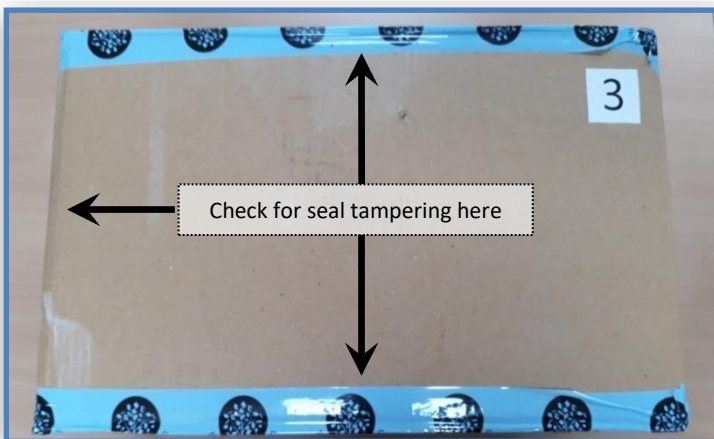
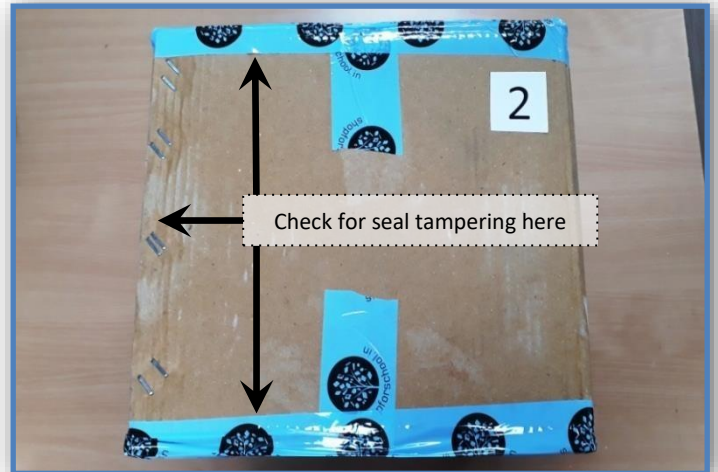
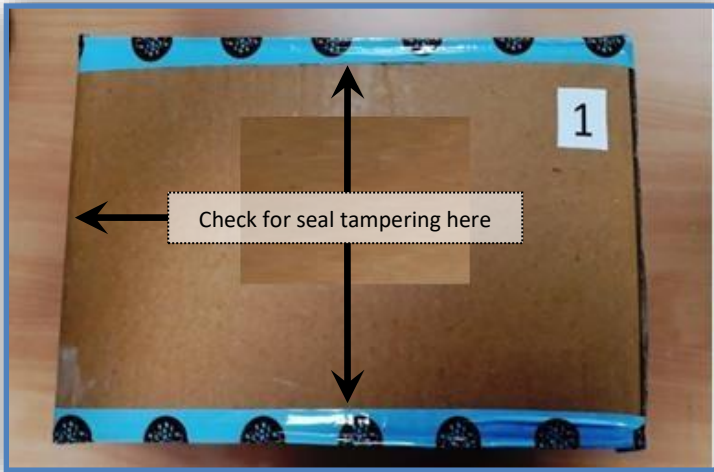


Mandatory Checks While Receiving your SHIPMENT

Step 1: Delivery boy comes to your place with the Vehicle / Consignment



Step 2: CLOSELY check Carton / Box / Package CORNER'S, Report if any deviations mentioned in PIC No 1 to 5 are visible on PKG.





Step 3: Weighing Each Sealed Box/Carton/Package, Please ensure you do not open the box before it's weighed, it is advisable to write the weight on each box you have received, you have to compare the weight recorded at your premise & weight declared on the box. Keep video recording of the weighing & opening carton, you can delete recording once the entire consignment is tallied.

















Points to be Checked- At all times, it remains the responsibility of the receiver to ensure packaging is checked before opening.

- ✓ Check the quality of boxes
- ✓ Check shopforschool branding tapes on the boxes
- ✓ Check shipment label on the boxes which display your name and order details
- ✓ Check the weight of the sealed box

If any deviation found in the above measures write on courier LR copy and report the issue to wecare@shopforschool.in



Must Remember

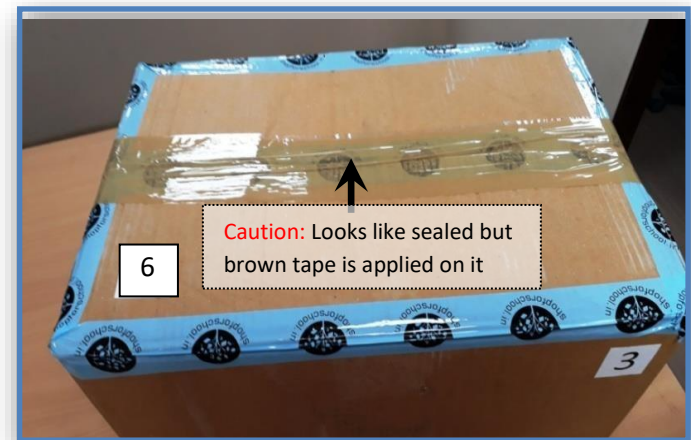
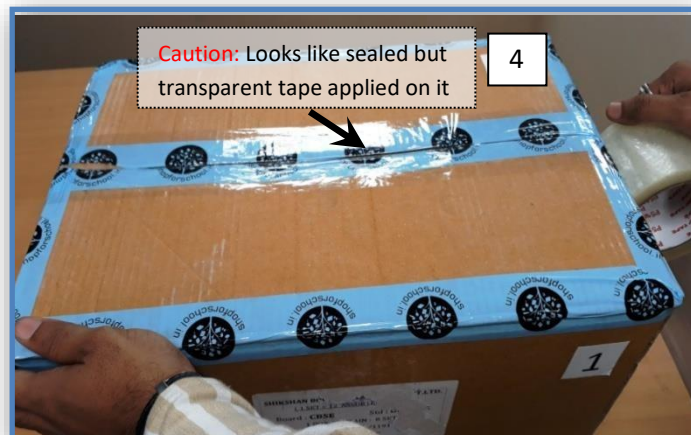
Do's		Dont's	
	Check the box from all angles at the time of Unloading		Don't Dump Consignment
	Check for signs of tampering on the box		Don't Overlook any suspicious packing
	Be sure the box is not torn		Don't Buy Delivery Person's Excuses
	Be sure the box is not damaged from any of the sides - if it appears to be damaged then ask Delivery Person to stand and open ONLY THE DAMAGE carton to ensure material inside is safe / damage		Don't Sign Acknowledgement if Delivery Person refuses to verify outer damage carton material checking on the spot.
	Always write appropriate remarks (SHRT recd. / DMGD Recd. / WET Cartons etc.) on the LR / Run Sheet / Mobile App while taking Delivery		Don't miss to write a remark on LR / Run Sheet / Mobile app / Any doc which stands to be as a delivery acknowledgment.
	Take a Photograph of the Document you have acknowledged with the Remarks and Send it to wecare@shopforschool.in along with DAMAGE / Sealed box photographs		Don't miss to send appropriate proof otherwise claims will be rejected in the absence of PROOFS.
	Click Snap / Video of the parcel before opening it.		Don't miss to click snap/video before you open the parcel, as it will help you establish the case of non-supply from the origin.

Note***

1. All deviation in the consignment/parcel should be intimated in writing to wecare@shopforschool.in within 12 hours from the delivery date & time.
2. Deviation complaint to accompany Photo of the consignment before opening & after opening, photos of the total products received in the particular parcel & photo of the LR/ Run Sheet / Mobile App which was acknowledged in case the parcel has tampered.

Observe deviations –

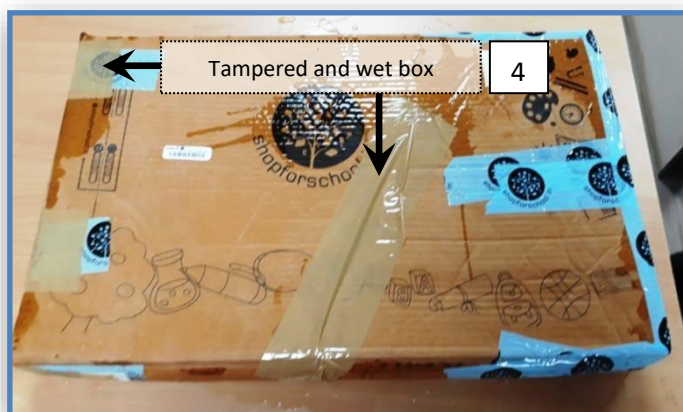
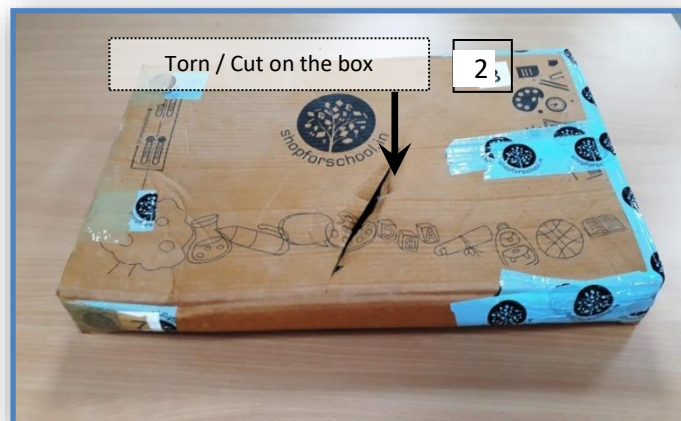
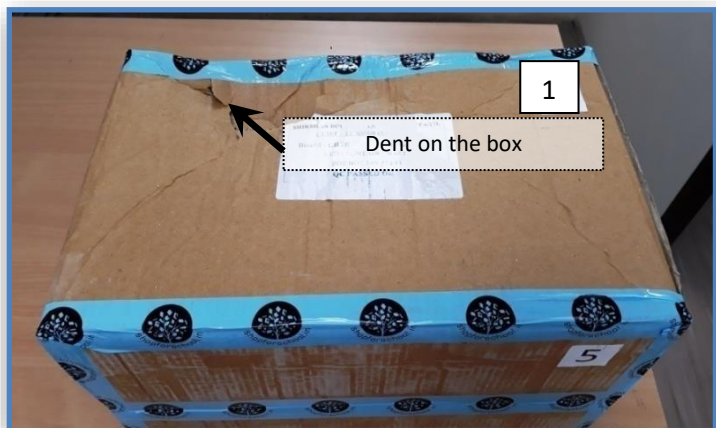
- a) **Suspicious Tampering** - Generally Transporters CUT the SEAL and Apply Transparent tape over a seal which is difficult to identify if you don't observe the seal CLOSELY. Please look at the PICTURES and Ensure you / your rep. carry stated check before accepting consignment/signing acknowledgment.



Check whether your parcel is tampered with and re-taped with transparent or brown tape if you see these please do not accept the parcel as there are high chances of missing items. If Courier boy convinces you to take delivery or you must take delivery THEN ENSURE YOU OPEN PARCEL INFRONT OF COURIER BOY TALLY THE CONSIGNMENT IF ALL OK, accept it; IF YOU FIND SOMETHING SHORT OR DAMAGE then MUST WRITE ON THE POD (Proof Of Delivery) with your SIGNATURE.

Mandatory checks while receiving a parcel

- b) Damaged Boxes** – Please ensure you / your rep. accepting delivery is aware of identifying damaged cartons and keep them aside for inside material verification in front of the delivery boy; in case of delivery boy refuses to get inside material check then don't sign his acknowledgment or if you sign it then WRITE AN APPROPRIATE REMARKS on the acknowledgment.



What to Look for ?

1. Dent on the box
2. Torn / Cut on the box
3. Tampered but re-taped box
4. Tampered and wet box
5. Received non-branded box



Know your parcel label



Courier partner

AWB Number



Quantity



YOU MUST DO, In case you have observation's.

Step 1: Remarks on the PROOF OF DELIVER

a) How to Sign or Put Remarks on a Manual POD: DRS Photographs with signature and remarks

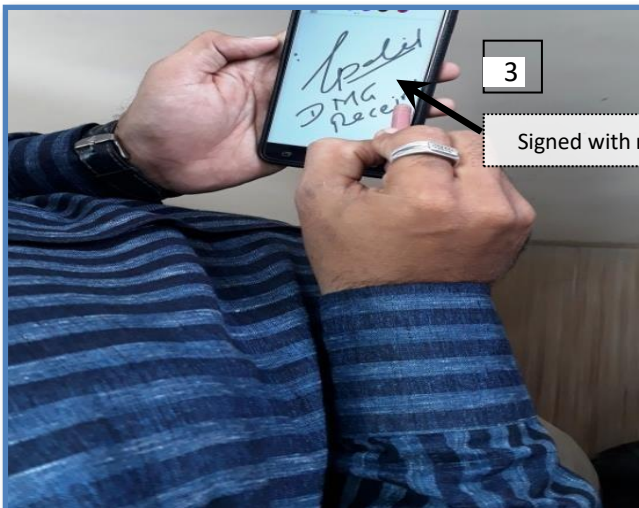


Signed with remarks

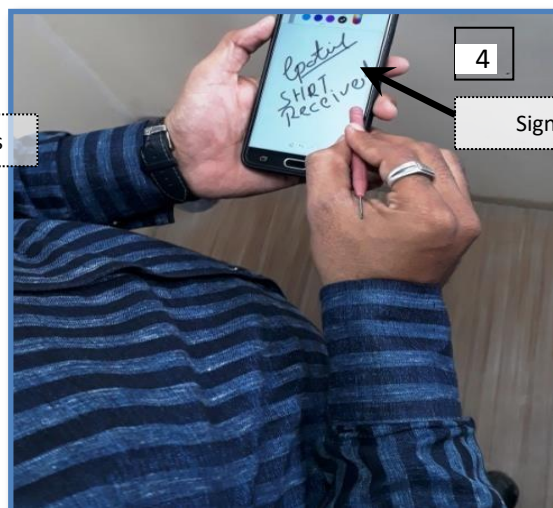


Signed with remarks

b) How to Sign or Put Remarks on a Digital POD: signature and remarks are mandatory to support your claim



Signed with remarks



Signed with remarks

As displayed in the above pictures please mention remarks while signing digitally or any document for your parcel take its photograph (confirming you have acknowledged POD with remark) and report with Proof of delivery photographs.

Step 2: Email Below mentioned Pictures with 12 hours from the receipt of delivery to register your claim/complaint.

- I. Pre-opening photos/video of the Package (Pictures were taken before opening the package) during weighing & opening
- II. Post- opening photos/video of the package with Products.
- III. Photo of the proof of delivery remark (One must put in remarks once they see any deviation in the PACKAGING).

Short / Damage Received - Order No (For e.g OR - 1234567) - Courier - Nam...

wecare@shopforschool.in

Short / Damage Received - Order No (For e.g OR - 1234567) - Courier - Name (for e.g DTDC / SAI TRANSPORT)

Dear We Care Team,

Please find attached photos and register our complaints of SHORTAGE / DAMAGE received material

1) Qty -
2) Product Name -
3) Date of Receipt -

Enclosure :
Pre-opening Picture (Picture taken before opening packages)
Post-Opening Picture (Picture taken after opening packages)
Remarks put on Proof of delivery (in case any visible deviation was observed at the time of accepting parcel)

⌵
Thanks & Regards,
Customer Name : _____
Mobile Number : _____