



What Do I Do When My Freight Delivery Arrives?

Below is a general checklist of what to expect when your freight delivery arrives. If you have any more questions, feel free to call us any time at 800-477-6655 or email us at customerservice@buyritebeauty.com.

- Inspect order for damage.** As soon as your shipment arrives, inspect it in its entirety for signs of damage. Do this before signing any delivery receipt. Take note of dings, dents, punctures or signs of tampering. Only accept the package and sign after you have carefully inspected its arrival condition. You reserve the right to reject any delivery.
- Report damages.** If you do find notable signs of damage, open the package while the driver is still there and check the item. If you do find damage, please give our shipping department a call immediately at 800-477-6655 before taking any action. **Take photos of the damage and make sure to note any viable damage on the delivery receipt.** Be sure to contact us within 48 hours of receiving the shipment to notify of any other damage unnoticed at the time of delivery.
- Compare delivery receipts.** Compare the number of boxes in your delivery with the amount of boxes on your delivery receipt. The number of boxes should always match the delivery receipt. If there is a discrepancy, please make sure to notate on the delivery paperwork.
- Request a delivery signature.** You should not waive your rights to delivery signature. If you do not inspect your delivery upon arrival, Buy-Rite Beauty will not be able to cover costs of damages.
- Sign and approve.** Once you are completely satisfied that your delivery is correct and in perfect condition, sign the receipt of delivery. Once again, if part of your order is incorrect or damaged, contact our customer service or shipping team immediately upon delivery.
- Open package and check contents.** If your delivery packaging appeared to be in good order and you signed the delivery receipt, open the packaging and inspect its content. Contact us within 48 hours with any issues. Keep all packaging materials for the first 30 days or until you are 100% sure that you are satisfied with everything in your order.