



Cheerleading and Martial Arts Roll Out Mats Deliver Terms

Thank you for your order with Greatmats. Greatmats takes pride in the product we sell and we would like you to receive your mats in perfect condition. The most economical way to ship our product to you can be through a common freight carrier (Less Than Truckload) such as ABF Freight, FedEx Freight, or Saia. There is a risk for these carriers to damage the product during transit and Greatmats needs your help to fully inspect the products upon arrival so if there is any damage by the freight carrier we can remedy the situation for you immediately. Please clearly read the outlined suggestions below. We will email you the specific information including tracking numbers when the mat leaves our facility. When your mat is delivered **you will be responsible for the following:**

- 1. Provide personnel** to move the mat rolls from the truck into the building. The driver is responsible only to get the mat to the end of the trailer. A two-wheel hand truck is the safest way to move the mat rolls. Two people can easily move the mat.
- 2. Count the number of packages** and be sure it matches the Bill of Lading (delivery papers).
- 3. Inspect the packages** as you unload them from the truck. Since the mats may have been moved on and off of trucks in route, the possibility exists for damage. Minor scratches or nicks to the foam is normal, however large punctures, cuts or missing foam that will affect the performance of the mat is not acceptable. We recommend that you remove and save the plastic bags by cutting the nylon tie and pulling off the bags. Look over the interior packaging for any signs of damage.
4. If you find anything that is significant you must **note the damage on the Bill of Lading** prior to signing for the mats. If you note the damage we will be able to file a claim with the freight company for repair or replacement of the damaged section. If there does not appear to be damage to the product but the bag looks torn or ripped, write 'possible damage'. Always be as specific as possible when recording damage notes on bill of lading.
- 5. If damage is not noted and the mats are signed for, you are accepting the mats in the condition received** and neither the freight company nor Greatmats can be held responsible for the damage. Greatmats will however work with you to repair any damage as economically as possible.
- 6. If you have any questions call Greatmats immediately at 877-822-6622.**

There is potential for a small amount of moisture to be present on the mat because water is used in the manufacturing process. To help dry the small amount of moisture on your mats you can stand them up on end and they will dry out. Alternatively, you can lay the mats down and they will dry after a short period of time. If the packaging is severely soaking wet this is abnormal and you must write this description down on the bill of lading. Once the mat is off the truck and the packaging is inspected, sign the delivery papers and keep a copy for your records. Afterwards, you can unroll the mats and check markings and appearance.

Please Note:

- Deliveries requiring a lift gate, inside delivery, or special services will be subject to an extra charge.
- Rolls may be too large to fit through standard doors, and may require a door with a removable post or an overhead door.
- Make sure you allow adequate time to inspect the rolls upon arrival.

If you have any questions regarding care and use of your new Greatmats products, please contact your sales person. Thank you for purchasing from Greatmats and we trust that you will enjoy years of use from your new mats.

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