

# FREIGHT RECEIVING INSTRUCTIONS

Make your notes on the paper work you sign!

- ✓ Inspect the outside of all cartons for damage (tears, holes, footprints, abrasion marks, etc.) Open to inspect while driver waits (they are required to do so), and make sure the driver acknowledges any damage you find. If you do not inspect your mirror before the trucker leaves, you may waive your right to collect damages.
- ✓ Before opening any mirror box, please check the "Tip N Tell" or "Tilt Watch" indicators on each box. If the box has been excessively tipped, the indicator will be solid color. If so, please note this on the Bill of Lading.
- ✓ Please remove mirror from box and carefully peel the protective plastic cover off the mirror face, and then inspect the mirror surface for any signs of damage. Be sure to make a notation on delivery driver's paperwork describing any box damage you notice to help us in the event of a concealed damage claim becomes necessary.
- ✓ If merchandise is damaged, please note the number of units damaged on the delivery driver's paperwork, sign, and keep your copy. Keep damaged merchandise in its original shipping box. DO NOT refuse it or allow the driver to take it (it will slow down the claim process.) Immediately call CWF at (213) 380-7655 and inform us of any damage. We are available 24 hours, 7 days a week. We will process all paperwork and file a claim on your behalf. We will also expedite a replacement if necessary.
- ✓ If damage is not noticed at time of delivery, please be aware that a concealed damage claim cannot be made after 5 days from receipt of merchandise, and it is much more difficult to prove. Once again, call immediately within that time frame and we will handle the rest. Be sure to keep the original shipping carton and the paperwork that you signed with your notes.

CWF recommends that all prospective Mylar mirror customers obtain a 12" x 8" sample of the mirror panel from us before purchase to ensure that the product is appropriate for their needs. Due to the uniqueness of this product, most people are not familiar with it.

All customers must pay CWF standard return policy of 25% re-stock fee if an order is cancelled after 24 hours of being placed, in addition to shipping fees if the order has already been shipped. This is why we encourage you to see a sample before purchase.

Have your copy readily available when your order arrives to ensure the condition of all packages.

**All freight quotes are good for 30 days only.**

## MYLAR MIRRORS CLEANING INSTRUCTIONS

If your mirror has accumulated excessive dust and debris, before attempting to clean the mirror, use compressed air (i.e. Dust Off which can be found in most photographic stores) to make sure all dust and debris are off the mirror.

Use a clean 100% cotton or optical grade cleaning cloth (no lint) and Windex. Apply Windex to cloth until cloth is damp (saturated) but not dripping. Clean the mirror in one direction then stroke using a fresh part of the cloth after each pass.