

What to Expect for Your Delivery

FragilePAK has been hired by your place of purchase to deliver your merchandise from their facility to you. If you have any questions, please feel free to contact us, but it is always best to contact your place of purchase first for the most up-to-date information.

If you contact us, please have your Pro, or Order Number ready so we may access your order quickly and provide you the most up to date delivery information.

OUR DELIVERY PROCESS:

The FragilePAK delivery system has been designed to deliver your goods as promptly as possible, and most importantly damage free. Follows is the process on how your goods flow through the our delivery chain.

FRAGILEPAK RECEIVES THE SHIPPING ORDER FROM YOUR PLACE OF PURCHASE.

When you buy something, your place of purchase sends us an order with the specific delivery details of your goods. There sometimes, may be a difference between the tracking record and the delivery information provided by your place of purchase. If this occurs your best source of information is your place of purchase, so it is always best to contact them first. If you do decide to contact us first, we will only be able to provide the details that your place of purchase has provided us. Always contact your place of purchase first.

FRAGILEPAK TAKES PHYSICAL POSSESSION OF YOUR MERCHANDISE.

When we receive your merchandise, our FragilePAK team will scan it at the receiving warehouse, and we will send to you an alert with a tracking link via email or text message. This tracking link will show the progression of your goods as they move through the delivery chain with an estimated time of arrival (ETA).

Next, upon receipt of your goods at the closest shipping dock near you, FragilePAK customer service will contact you by email, text message, phone, or all of the above, regarding scheduling of your delivery.

The day before your scheduled delivery, FragilePAK will provide you with a 4-hour delivery window. If the time frame requested is an issue, please contact us as soon as possible for a more convenient delivery time.

Our Certified FragilePAK Professional (CFP's) Delivery Team will contact you 30 minutes before they arrive. They are trained to make your delivery a positive experience.

Upon arrival of your goods, please inspect the packaging for any exterior damage. If there is damage, request from your CFP, a closer look by opening the package. If you do not feel comfortable accepting the merchandise, let our CFP's team know and they will return it to the warehouse and we will inform your place of purchase.

If everything looks in order, our CFP team will request you to answer a few quality assurance questions and then request your signature of receipt on their mobile device using the FragilePAK eDemand app.

How long our team stays on location and what they do (i.e. where the merchandise is placed, whether they unpack, whether they assemble, and whether they remove the packaging debris) depends on the level of service your place of purchase ordered from us. If there is any discrepancy in your order please contact us immediately.

Our company's mission is to treat your delivery like it is our own, if you contact us, we will do our very best to resolve your delivery concerns. FragilePAK thanks you for supporting the retailer who has retained us to make your delivery a positive experience.

CONTACT US FOR ALL YOUR DELIVERY QUESTIONS: Questions@FragilePAK.com

**FOR THE SPEEDIEST SERVICE ALWAYS
HAVE YOUR PRO OR ORDER NUMBER**

FragilePAK®

HEADQUARTERS

National Operations Center
2270 Corporate Circle, Ste. 220
Henderson NV 89074

CONTACT US

Telephone (720) 535-4139

Fax (408) 649-5240

Email Questions@FragilePAK.com