

Welcome to Stateside Distribution, your premier wholesale source for American and Australian imported drinks, sweets, chocolates, and snacks. We're committed to providing you with top-quality products and a seamless customer experience. To ensure a smooth delivery process, we kindly request that you review and adhere to our delivery policy outlined below:

#### Delivery Policy - Parcel and Pallet Inspection

Upon the receipt of your order, we strongly recommend that you carefully inspect both parcels and pallets before signing for delivery. Your signature indicates that you have received the shipment in good condition. To ensure your satisfaction and to facilitate any potential claims, please follow these guidelines:

1. **Exterior Inspection:** Before signing for the delivery, take a moment to visually inspect the exterior of the parcel or pallet. Look for any signs of damage, such as dents, punctures, or tears in the packaging.
2. **Interior Inspection:** After confirming the external condition, please open the parcel or pallet and inspect the contents inside. Carefully check for any visible damage to items, leaks, or breakages. If any items appear to be compromised, take clear and detailed photos of the damage.
3. **Photographic Documentation:** We recommend taking photographs of both the exterior and interior conditions of the delivery. These photos will serve as valuable documentation in case any issues arise.
4. **Driver Notification:** If you notice any significant damage to the packaging or items, kindly inform the delivery driver. Their presence can help record the condition at the time of delivery.
5. **Signing for Delivery:** If the parcel or pallet and its contents appear to be in good condition, you may proceed to sign for the delivery. Please ensure your signature is clear and accurate.
6. **Reporting Damages:** In the event that you discover any damage after opening the parcel or pallet, promptly contact our customer support team. Provide the images you've taken along with a detailed description of the damages. This will aid us in initiating the necessary steps to address the issue.

At Stateside Distribution, we value your satisfaction and want to ensure that your products arrive in the best possible condition. By adhering to this delivery policy and thoroughly inspecting your shipments, you help us maintain a high standard of service and resolve any concerns efficiently.

Thank you for choosing Stateside Distribution. If you have any questions or require further assistance, please don't hesitate to reach out to our dedicated customer support team.

Best regards,

Stateside Distribution Team