



"Your Complete Source for Springboard and Platform Diving Equipment and Supplies"

Receiving Diving Board Shipments from Factory

Important Notice:

The Duraflex diving equipment that you ordered was inspected and carefully packed before leaving the factory. The freight company ("carrier") is responsible for safe transport and delivery. Claims for loss or damage must be made upon the carrier.

Duraflex diving boards are very well packed in heavy cardboard boxes with extra protective elements that take some time to undo and open. It is very unlikely that the freight truck driver will wait around for you to offload, gather the personnel and tools needed to open and unpack your diving board when it is delivered.

Therefore, we strongly encourage that you do the following:

Write on the delivery paperwork ***"Possible concealed damage. Acceptance of shipment contingent upon OPEN BOX inspection to be performed in the next 24-48 hours."*** If you see any obvious shipping damage to the box itself, use your smart phone to take photos of the area or areas and note it on the delivery receipt as well.

Please watch the brief video found on our website entitled "How to Open and Unpack a Duraflex Diving Board." If you do find concealed damage to the diving board – take photos of the damage and send them to us. We will forward these to the Duraflex Factory for evaluation to determine if the diving board needs to be picked up and returned to the Factory for repair or replacement OR if a simple touch-up aqua paint kit can be used to repair the damage. (If this is the case, Duraflex will send you a touch up kit free of charge).

Be sure to save all of the packaging in which the diving board was shipped. The freight company may send an inspector to your location to examine the damage OR you will need to use the packaging to re-pack the diving board and make it ready for pick-up to be shipped back to Duraflex. (The Duraflex factory will handle this)

All of this must be done in a timely manner or the freight company could say that the damage occurred AFTER delivery – something you might have a tough time disproving.

If you have any questions about this information, please contact Springboards and More right away for clarification or discussion. THANK YOU!