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March 18, 2022

Dear Water-Right Group Customer,

In an effort to help provide some guidance when receiving freight orders, we have created a reference document to assist you and your team when it comes to inspecting your pallets. Please click the button below to learn more about how to accept your order, what to do if your order arrives damaged, or is missing anything.

### Freight Acceptance Tips & Tricks

Please print this document and keep it handy to reference as you receive your shipments. Share this information with your shipping and receiving personnel as well.

If you have any questions or concerns regarding your freight orders, please send our Customer Service team an email at [orders@water-right.com](mailto:orders@water-right.com) or call 800-777-1426. Time is often of the essence when it comes to damaged freight, so please reach out to us as soon as possible if an issue does arise.

Thank you!

-The Water-Right Group

[Water-RightGroup.com](http://Water-RightGroup.com)

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