



## **Instructions for Receiving your Roofnest Shipment**

Roofnest works with Estes Trucking to provide fast and reliable shipping services to our customers.

**It is extremely important that you inspect the box and tent for damage BEFORE you sign to receive the tent. IF the box has any visible damage, write shipment is DAMAGED on the delivery ticket. Once you sign, you are affirming that you received the tent in perfect condition so please make sure you know that it is prior to signing. Please see below for further information.**

Once your Roofnest shipment leaves our warehouse in Los Angeles we will email you a tracking number (called a "PRO" number). To track your shipment, go to:

<https://www.estes-express.com/WebApp/ShipmentTracking/>

Estes will call you to schedule the final delivery but we highly recommend you call them first and make sure that the final delivery is scheduled when you are home - you will need to be **present** to sign for the delivery.

### **Accepting your Roofnest Delivery.**

When the trucking company arrives, they will pull the box off the truck (**your tent should be on a pallet when it arrives**) and ask you to sign the bill of lading to clear the delivery. DO NOT SIGN until you have inspected the tent – especially if the box appears damaged in any way. TAKE YOUR TIME and please take these important steps. The driver will NOT assist in inspection and will usually try to rush you so please TAKE YOUR TIME.

- PLEASE TAKE PHOTOS of the box and pallet exactly as it arrives – this will ensure that you've documented any damage and will help us to understand how our tents arrive better – please email these photos to [support@roofnest.com](mailto:support@roofnest.com)
- If you see **any damage to the box**, write on the bill describing the damage and check the box for "Damaged" on the paperwork." PLEASE DO THIS EVEN IF YOU THINK THE TENT IS 100% FINE.
- If you see damage to the actual tent itself, you must decide whether to refuse the shipment or not. If you refuse the shipment you must carefully and completely notate the damage on the delivery ticket, write "shipment refused due to damage", and TAKE PHOTOS. Roofnest will send out another tent if we have stock on hand (otherwise you will have to wait for our next available stock or choose a different model/color).

#### **Roofnest, Ltd.**

3696 Silverton Street Unit H  
Boulder, CO 80301

email: [support@roofnest.com](mailto:support@roofnest.com)

phone: 1-888-400-0212 x2

[www.roofnest.com](http://www.roofnest.com)



- If the tent is damaged but you choose to keep it, you must carefully and completely describe the damage on the delivery ticket before signing it. Roofnest will work with you to repair the damage and compensate you a reasonable amount.
- Be aware that once you sign that the tent is undamaged, if damage is subsequently found it will be difficult or impossible to get compensation from the shipping company or get a replacement tent.
- Remember, you can always write “Damaged” if you are unsure. The drivers will not always support this decision, but it is up to you to provide this information.

Once you have accepted your delivery and have your tent, you can proceed to the Installation Instructions on our website at:

<http://www.roofnest.com/installation/>

**Thanks for purchasing a Roofnest!!**

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