

Congratulation you are receiving your THINKGLASS Order

Think receiving

- The customer is responsible for informing the appropriate persons, including any third party, of these receiving instructions. The appropriate persons are those responsible for safe and correct reception of shipments from our company.
- Each thermoformed glass piece is delivered using advanced transportation technology and packaging. We utilize air-ride equipped 53-foot trucks, LTL and air carriers, or international container shipping. The packaging consists of reinforced wooden crates and special foam and-or cardboard molding. Indeed, well over 99% of the pieces manufactured by our company have been delivered to destinations around the world without incident.
- Confidence in these procedures is reflected in our policy of replacing glass damaged during transit to a domestic destination at no charge. This is contingent upon delivery being F.O.B. the destination via our carrier of choice, the receiver of the shipment correctly following all of our receiving steps and replacement glass being identical to the original glass damaged during transport.
- Complete the steps for proper inspection and make any required notations before accepting a shipment. To be considered valid, any and all notations must appear on every copy of the carrier's delivery receipt, be signed by the releasing agent (carrier's driver) and initialed or signed by the receiver.
- **Receiving steps:**
 - ✓ Inspect the outside of the crate: there is an Important Notice sheet nailed to the crate and you will find a ShockWatch device that is also glued to the crate. In the middle of this device, you will see a white bulb. If the bulb turned red, that means that your crate has been tampered and therefore we suggest you open the crate while the driver is still on site. If the bulb is still white, we recommend you make sure there is no fork lift holes in the crate. If there is none, we are confident the glass is intact as our product is carefully crated before leaving our production plan.
 - ✓ Sign Bill of Lading with "Subject to inspection" if the carrier will not wait for your immediate inspection
 - ✓ If something is wrong with the crate, please make sure to write brief description of the problem when signing-off the delivery waybill.
 - ✓ If refusing the shipment, do not sign the carrier's delivery receipt. The shipment is considered accepted in perfect condition, except for any valid notations resulting from a proper inspection, when the receiver signs the carrier's delivery receipt.
 - ✓ After the crates have been opened, pictures must be taken of any damaged pieces prior to removing them. Otherwise, claims are deemed invalid.
 - ✓ Contact ThinkGlass regarding claims against a carrier for loss, damage, or shortage on shipments. Notify ThinkGlass within 1 business day after receipt regarding any damages or questions and concerns related to the order. Unless so notified, ThinkGlass assumes no responsibility for the replacement of damaged glass or any labor cost associated with replacement.

Think Handling

- The edges and corners of glass units are especially vulnerable during handling, storage and installation.
- Store panels on edge at an angle of 3° to 6° from the vertical. **Never stack glass panels horizontally.**
- Set the glass panes on strips of wood or other soft material, to avoid contact with hard materials such as metal, stone, glass or concrete.
- When the packaging has been removed, the glass must be covered to prevent the ingress of dust and grit that may cause subsequent scratching.

Think Installation

- Once you have completed the careful unpacking on your ThinkGlass product, you need to install it properly. Please download and carefully follow the instructions contained in the [Countertop Installation Instructions](#) guide
- ThinkGlass is not responsible for the installation of supplied glass.
- We highly recommend that you have your ThinkGlass product and LED fixture installed by a skill professional.
- We do not recommend that you install your ThinkGlass countertop yourself as you will risk breakage or scratching of the product or even injure yourself if you don't have the necessary competences.