



**VANLIFE**  
OUTFITTERS

## Important Information For Refrigerator Freight Shipments

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**Thanks again for your order and for your support of our store!**

The manufacturers require these units to be shipped via truck freight on a pallet to ensure they are kept upright preventing harm to the compressor.

**We do everything we can to make sure your refrigerator arrives safely and undamaged** including wrapping the unit in protective foam boards so that the original packaging is safe from any blemishes that might occur on it's journey to you. We also track the success rates of various trucking companies to make sure that we select the best shippers. Unfortunately, we cannot fully control what happens to your pallet once it leaves our warehouse.

**When your refrigerator arrives or when you go to the terminal to pick it up, be sure to document the state of the packaging and refrigerator BEFORE you leave the terminal or BEFORE the delivery driver departs.**

1. Carefully inspect the condition/state of the shipment/packaging.
2. Take photos of *all sides* of the pallet/shipment in the condition in which it arrived.
3. Remove the refrigerator from the box and take photos of *all sides* of the unit itself.

If there is **any** concern about damage, **refuse the shipment** and then send us the photos you've taken to [orders@vanlifeoutfitters.com](mailto:orders@vanlifeoutfitters.com) so that we can start the process of getting you a replacement refrigerator as quickly as possible.

