

US Rigging & Pelican Rope Works
Short Shipment Reporting Policy

Dear Valued Customer,

At Pelican Rope and U.S. Rigging Supply, we take great pride in ensuring every order is packed with accuracy and care. Our team conducts thorough checks prior to shipment, and we utilize detailed tracking and delivery confirmation systems to maintain fulfillment integrity.

To ensure prompt resolution in the rare event of a short shipment, we kindly ask that all such claims be submitted **within three (3) business days of delivery**. Claims received after this window will regrettably not be eligible for review or credit.

Please note:

- If tracking records confirm delivery and/or a signature, the order will be considered successfully fulfilled.
- Once a shipment is signed for, responsibility transfers to the recipient. To ensure proper accountability, we strongly recommend counting and verifying all items **before allowing the truck to leave**. Any discrepancies must be documented and reported within the stated timeframe.

To initiate a claim, please email either of the following:

- **Sales@Pelicanrope.com**
- **Sales@USRIGGING.com**

Please include the following details:

- Purchase order or sales order number
- Delivery date
- Photos of packaging (if applicable)
- A detailed list of missing items

We remain committed to your satisfaction and appreciate your support in adhering to this policy. Your cooperation helps us serve you more efficiently and fairly.

Thank you for your continued partnership.

Sincerely,

Pelican Rope & U.S. Rigging Supply