

semihandmade

How to Receive Your Order

Step 1

During delivery

PARCEL:

Inspect the packaging for any visible damage—including corners and seams. Take pictures of any you find PRIOR to opening the package.

PALLET:

Curbside & Threshold:

Inspect the outside of the pallet for any damage. If any damage to the outside or top is noticed, write 'damage' or 'concealed damage' on your delivery receipt. Make sure to note on that same receipt how many pallets were received during delivery.

White Glove:

Inspect the outside of the pallet for any damage. If any damage to the outside or top is noticed, write 'damage' or 'concealed damage' on your delivery receipt. Make sure to note on that same receipt how many pallets were received during delivery. Because the shipper will be breaking down the pallet, inspect the individual packaging for damage and note that on your receipt.

Step 2

Use your invoice item list along with a pencil or pen to start inventory WITHIN 3 BUSINESS DAYS. If you don't have a copy of your order list, reach out to a Semihandmade Expert at info@semihandmade.com.

Step 3

Open the packaging carefully and mark each item off on your list to make sure everything is received and accounted for.

Step 4

Inspect the corners, sides, and back of each piece for damage or defects. Ensure that each piece is the correct color and profile and is drilled correctly. If there is an issue, please set it aside for reporting. If there is not and you are not starting installation right away, carefully place it back in its packaging and store it flat in a safe, temperature-controlled environment.

- Supermatte pieces will come with a thin plastic film for protection during shipping. It is meant to be peeled off when received.
- Check DIY Quarterline doors for any warpage.

Step 5

After inventory, if there are any missing pieces, please report them [on this form](#).

Step 6

If there are damaged, defective, or incorrect pieces, take pictures of the following and [fill out this form](#) to report.

- A.** EXTERIOR PACKAGING
- B.** LABEL ON THE ITEM
- C.** DAMAGED ITEM ITSELF
- D.** WIDE SHOT OF THE PIECE
- E.** TAPE MEASURE PHOTO (if there is a sizing issue)

*Drilling issues: In cases of missing or incorrect drilling, you may be inclined to drill pieces onsite. Please report to us first, however, so that we can provide you with options. We will not reimburse any installation or delay-related cost incurred.

Step 7

Be as descriptive as possible on our issue reporting form, including sizes, so we can provide you with a resolution as quickly as possible.

*Issues must be reported before any alteration is made to the item, including installing decorative hardware, trimming, painting, etc.

I don't want to open my order yet!

Life happens and we understand if you want to wait to open your items for reasons such as delayed installation— please [fill out this form](#). Please note that the more time that passes, the less likely it is that we can make successful claims on damaged or missing items; we cannot remake pieces free of charge after 3 business days.

How to Read Sticker Labels:

Solid Supermatte Colors

- Stickers can differ depending on the vendor it comes from. The color listed may not match your order exactly because our vendors have their own names for them.

Material Type	Semihandmade Color Name	Vendor Color Name
SUPERMATTE	White	Stratus
	Black	Black Eggshell or Onyx
	Night Sky	Mysterious or Midnight
	Light Grey	Stone Grey or Silt
	Grey	Gauntlet Grey
	Desert Grey	Cettytsburg or Sahara
	Agave	Beach Glass or Aloe
	Stone	Willow Grey or Mist
	Moss	Sage
	Oakley	Swiss Elm
	Cove	Rustic Light Oak
	Dusk	Weathered Grey Oak
	Saddle	Vintage Sepia
IMPRESSION	Tahoe	Mosselle
	Sanoma	Noca Ribera or Noca Leuca
	Beach	Panna or Oregon Pine
DIY / PAINTABLE	Smoke	Lakeshore Oak
	Shaker	Shaker #831
	Slab	Aries #93
	Quarterline	MOF 2 Sided
WALNUT	Walnut	Flat Sawn Walnut

- The true sizes of Akurum and Sektion doors and drawers are fractions. On your invoice, they will be whole rounded numbers.



PO# = Semihandmade Sales Order#:

S0101599

Face = Color:

Agave Supermatte Shaker

What to look for on sales order invoice when taking inventory:

The whole rounded numbers (WxH 17 7/8 x 29 7/8) -

18 x 30 Agave Supermatte Shaker Door



PO# = Semihandmade Sales Order#:

SO104399

Face = Color:

White Supermatte Slab

What to look for on sales order invoice when taking inventory:

The whole rounded numbers (WxH 29 7/8 x 9 7/8) -

30 x 10 White Supermatte Slab Drawer



PO# = Semihandmade Purchase Order#

(this is not your sales number; it is associated with your order through our order processing system):

PO62773

Matl:

Semi-Slim 5106 () Stratus SuperMatte - White = White Supermatte Quarterline

Dwr:

Drawer

What to look for on sales order invoice when taking inventory:


The whole rounded numbers (WxH 11.875 x 29.875) -

12 x 30 White Supermatte Quarterline Drawer

Walnut or Impression (wood grain)

- Walnut will have embossed numbers on the back edge that correspond to your sequencing key.
- Impression is a simulated wood grain and therefore is not sequenced.

Description	168484-001-G
Length	1266.8
Width	377.8
Thickness	19.1
Material co	TSS MOSELL
Length Inches	49.874
Width Inches	14.874
Thickness Inches	0.752



8484-001-G

Material co = Material:

TSS MOSELL = Tahoe Impression

What to look for on sales order invoice when taking inventory:

The whole rounded numbers (WxH 14.874 x 49.874) -
15 x 50 Tahoe Impression Door

How to Read Packaging Labels:



PO# = Semihandmade Sales Order#:

SO84275

Quantity:

The number of pieces of that particular size that should be in the box.
Ensure you receive the correct amount for each item on your list.

Measurement of item:

Width x Height = round these numbers to the nearest whole number
(Ex. $23 \frac{1}{2} \times 25 \frac{1}{8} = 24 \times 25$)



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PO40849

Description line:

SKU of part number enclosed to match invoice list

*Example of a packing list that may come with your boxes.
Ensure this matches the actual quantity you received and your original invoice list.



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(this is not your sales number; it is associated with your order through our order processing system):

PO54772

What to look for:

SKUs that will match your invoice list

