



Roca Sorter Inspection Guide

When you receive your Roca Sorter, it's important to inspect the packaging and the robot itself while your delivery driver is present. We expect you to receive your Roca Sorter in premium condition but should any challenges happen during the shipping process, there are immediate steps that can be taken to rectify the situation.

Receiving Inspection:

1. When your Roca Sorter is delivered, ask your driver to wait so that you can confirm the product has been delivered without damage.
2. Confirm the correct quantities of Roca Sorter(s) you ordered have been delivered.
3. Check the condition of the packaging:
 - a. Observe each side of the box.
 - b. Check for dents, punctures, tears, or missing cardboard or other material.
 - c. If any damage to the packaging is noted, please photograph immediately.
4. Open the top of the package (whether damage to the packaging is observed or not).
 - a. Conduct a visual inspection of the Roca Sorter inside the box.
 - b. Check for dents, scrapes, scratches, or punctures.
5. If no damage is identified, sign for your Roca Sorter and release the driver.
6. **If damage to your Roca Sorter is noted, refuse delivery of the shipment and notify your Roca account manager immediately. Please send photographs of the box and sorter damage.**
 - a. Your Roca account team will issue shipment of a new machine asap and will address the damage with the carrier.

Damage noticed after unpacking Roca:

If your Roca passed visual inspection at delivery but you notice damage after unpacking, follow these guidelines:

1. Immediately photograph the damage.
2. Notify your Roca account manager and provide the photos.
3. The Roca team will assess and determine if part replacement can address the issue, or, if needed, machine replacement.