

## HERITAGE TIP SHEET 1, 2, 3



**HERITAGE  
PATIOS**

***Thank You For Your Order!!!***

*Heritage Patios* is a USA based distributor providing Elegant High Quality Aluminum Open **Lattice Pergolas** and **Solid Patio Covers** to fit every backyard patio solution in just one weekend.

**1 TAKING DELIVERY OF YOUR ORDER:** it may consist of 4 to 8 boxes 10ft to 16ft long

**PLEASE DO NOT REFUSE DELIVERY IF YOU NOTICE ANY DAMAGED BOXES OR MATERIAL**

*We will send you NEW Replacement Parts ASAP*

**STOP** If you see any boxes damaged please take pictures of the boxes & note which box #  
On the delivery paperwork please mark notes about the damages and which box #  
Open the boxes to inspect for any product damage & take pictures

### **2 INSPECT MATERIAL LIST**

After Taking Delivery

Please Check Off your delivered materials with the Material List in your Packet

Make notes if you are missing any parts or pieces

### **3 CONTACT US**

**CALL & PLEASE EMAIL US PICTURES OF THE DAMAGED BOXES AND ANY DAMAGED PARTS**

CALL Us to report any damage or missing parts/pieces with your HP Order #

**800-533-0887**

**E-MAIL US Your damage Pictures and list of replacement parts needed with your HP order #**

[orders@heritagepatios.com](mailto:orders@heritagepatios.com)

**INSTALLATION QUESTIONS ??? Call Us and refer to your HP Order #**

**800-533-0887**

**WE WOULD LOVE TO GET YOUR FEEDBACK, JOB PICTURES AND REVIEWS !!!**

Please email us at [feedback@heritagepatios.com](mailto:feedback@heritagepatios.com)