



SHIPPING EXPECTATIONS

Thank you for your purchase! We can't wait to get your new cozy radiant heat source on its way to you! Once your order arrives please be sure to do the following:

1. **COUNT BOXES** – Make sure that all the units you ordered have been delivered. Did you order thermostats? They will arrive in a separate smaller box. If anything is missing please email sales@mightyenergy.net immediately.
 - a. **Radiant Ceiling Panels** will arrive in flat skinny boxes that contain 1-2 units per box. They will also arrive with a smaller box containing installation hardware, instructions, and thermostats if you've ordered them. Please make sure the small box has also been delivered.
 - b. **Cove & Wall Heaters** will arrive with installation hardware inside the same boxes that contain the units.
2. **INSPECT FOR DAMAGE** - Let us know of any shipping damage immediately by sending photos of the box, FedEx tracking #, and heater to sales@mightyenergy.net. We must file a claim with FedEx within 5 days of delivery.
3. **KEEP BOXES** – until you have installed the units and confirmed everything is in working condition. If there is a problem upon installation, you will be able to use these boxes to return the units to the manufacturer. Please email sales@mightyenergy.net with model numbers and a description of the issue as soon as possible.