

NOTICE

This shipment has been carefully inspected, checked, and properly packaged to avoid damage. When delivered to carrier, it was in good condition and, technically, became your property at that time. For your protection, follow these important receiving procedures:

1. Before signing delivery receipt, make sure you have the correct number and type of crates, cartons, or pieces as the bill states from the same shipper. If shipment is short, specify shortage on delivery receipt and have driver sign the same specification on your copy of the bill.
2. If you discover an error after driver has left and you have signed the carrier's bill clear, immediately call carrier's OSD (over, short, damage) Department and report the error.
3. If shipment shows any indication of damage or pilferage, it should be noted on the delivery receipt in the same manner as the shortage notation.
4. If shipment shows no damage upon receipt, but after opening you discover concealed damage, immediately call carrier and request inspection. Note date of call and name of person, as well as department, contacted. Keep all packing materials and contents in same condition as when damage was discovered. Request inspection in writing and allow 5 working days for joint inspection with carrier's representative. On the sixth working day, you can make inspection yourself and determine cause of damage to best of your ability. It is advisable to take pictures immediately after discovering damage in order to support claim.
5. When requesting an inspection from carrier, state value of damaged goods. This applies to visible or concealed damage. When shipment value is small (i.e., \$25 to \$50), most carriers will waive inspection. In this event, get name of person waiving inspection and include it when filing claim.
6. Inspection should be conducted jointly by you and carrier's representative. Do not sign anything until you have read it carefully and are sure you are not inadvertently agreeing to some item that eliminates carrier's liability (such as "damage was of a nature that could have been noted at time of delivery," "inadequate" or "no interior packing," etc.) unless this is actually the case. After completing inspection and receiving written acknowledgement of damage, notify our Customer Service Department to make any required repair arrangements.
7. Claim must be filed within 9 months of shipment date and must be supported by documents such as Original Invoice, Original Bill of Lading, Original Paid Freight Bill, and Inspection Report (if any).
8. Damaged goods may be kept for an allowance. However, if damaged material is of no value and carrier liability is conclusively reflected, carrier should take possession of damaged goods within 30 days after claim is filed.
9. If carrier declines claim, immediately write and request claim be reconsidered, re-emphasizing pertinent conditions, and contact shipper for support of claim.
10. It is your responsibility to follow above instructions or carrier will not honor any claims for damage.
11. Check contents received against packing list. Claims resulting from **shortage or errors must be reported within 2 weeks** after receipt of material to be honored.
12. We are not responsible for any service work or backcharges without prior written authorization.