

# Freight Shipment Policy

## Freight Receiving and Damage Reporting Procedure

Your signature on a delivering carrier's freight Bill Of Lading (BOL) constitutes acceptance of the merchandise "as is" and in good order. If you do not inspect before signing you are, for all practical purposes, waiving "our" right to collect on a damage claim even if the damage is "concealed". Remember, once you sign, the merchandise and the responsibility is yours!

Check immediately for possible damage during shipment.

The National Claims Council Regulations specify that you must:

- 1. Inspect, examine and inventory your delivery as it's unloaded.**
  - a. During delivery should you determine any damages or shortages, you **MUST** note the damage or shortage on the delivery "Bill Of Lading" **before you sign it!**
  - b. You should open cartons and containers. If there is the slightest doubt that the merchandise is damaged (concealed or not) it must be noted on the Bill Of Lading or Freight Bill or the liability to prove the damage was done by the delivering carrier is your responsibility.
  - c. Do not be intimidated by the driver. They cannot leave until the Bill Of Lading or Freight Bill is signed (regardless of how much in a hurry they are or how late they are).
- 2. Discovered Damage** – if the box, crate, or merchandise is visibly damaged, refuse the delivery and contact us.
- 3. Concealed Damage** – In the event of concealed damage, you **MUST** immediately document and photograph (if possible) the packaging and the damage. **You must keep the packaging and contact us.**