

# Customer Freight Responsibilities

Thank you for your recent order. For your convenience, we summarize your responsibilities for receiving a shipment and suggest procedures to follow if there is freight damage. Once an order has left the factory, our responsibility for the shipment passes on to you.

## If Merchandise is Delivered in Damaged Condition, You Must:

1. Have the driver note the damage and sign all copies of the freight bill.
2. Examine for concealed damaged as soon as possible.
3. Notify carrier of the freight claim immediately. It must be within 15 days of delivery.
4. Retain damaged merchandise and all original packaging until inspected by carrier.

Glastender, Inc is not responsible for any losses sustained due to your failure to comply with this freight claim procedure. The Glastender, Inc. invoice must be paid in full when due irrespective of pending freight claim.

## Steps to Take at Time of Delivery to Protect Against Loss or Damage

1. Verify Count - Make sure you receive as many cartons as are listed on the delivery receipt. Note any shortage on carrier's delivery receipt and have the driver note the shortage on your copy.
2. Carefully Examine Each Carton For Damage - If damage is visible, note this fact on the delivery receipt and have the driver clearly note the same on your copy. If the carton appears to have internal damage, insist that the package be opened. You and the driver should make joint inspection of the contents. Any concealed damage discovered should be noted on the receipt and on your copy.
3. Immediately After Delivery, Open All Cartons And Inspect For Concealed Damage.

## Steps to Take When Visible or Concealed Damage is Discovered

1. Retain Damaged Items - The damaged items, shipping cartons, and all inner packing materials must be held in the receiving area until a carrier representative inspects them or waives the opportunity to inspect.
2. Call Carrier To Report Damage And Request Inspection - The call should be placed immediately upon discovery of the damage. Claims will be denied if not reported within 15 days.
3. Confirm Call In Writing - For your own protection, confirm your telephone claim in writing using certified, return receipt requested mail.

## Steps to Take When Carrier Makes Inspection of Damaged Items

1. Have Damaged Items In Receiving Area - The damaged items should have not been moved from the receiving area. Allow the carrier inspector to inspect cartons, inner packing materials, and freight bill. Show your copy of the delivery receipt.
2. Carefully Read The Inspection Report Before Signing - If you do not agree with the report, do not sign it. If repairs are not satisfactory, make sure the report requests replacement. A new item can be ordered only if the inspection report specified "REPLACE".

## Steps to Take After Inspection

1. Continue to Hold Damaged Merchandise - Even though the inspection has been completed, damaged items cannot be used or disposed of without permission from the carrier.
2. Do Not Return Damaged Items To Glastender, Inc. - Return of such items cannot be made without written authorization from Glastender, Inc. Credit or reimbursement from Glastender, Inc. will not be made on equipment that has been damaged by the carrier.
3. Secure Receipt From Carrier If Damaged Items Are Picked Up For Salvage Value.

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