

SHIPPING INFORMATION STATEMENT OF COMMON CARRIER POLICIES

This **Statement of Common Carrier Freight Policies** is to advise our customers of the standard policies set forth by all major trucking companies. These rules, as set forth by the freight carriers are made to protect the shipper, the consignee (our customer), and the freight carriers. If these rules are followed as explained, any damage problems can easily be resolved.

DELIVERY REQUIREMENTS: All freight carriers deliver the items shipped to the closest point of the customer's address. A standard freight quote does not include the driver bringing the items inside the customer's door. There is a charge for inside delivery. (Please refer to DELIVERY SERVICES REQUEST FORM supplied). If an inside delivery is requested, it will require (prior to shipping) a prearranged helper to accompany the driver, at a substantial cost. If a customer wants to unload the shipment themselves, then the standard freight quote allows the customer to take the items off the back of the trailer. It is **YOUR** responsibility to off load the material from the truck. Any damage that occurs during the offloading is your responsibility, so be prepared and be careful. Someone must be at the delivery site and must be prepared to off load the material in a timely manner. If you are unable to unload your material in a timely manner, the driver may be forced to leave and continue his route. If this happens, there will be redelivery charges assessed before another delivery at a later time can be arranged. If you do not have a forklift available at the delivery site, you must supply sufficient labor to offload the truck quickly. The trucker is on a schedule and cannot wait very long for your material to be removed. Slatwall is heavy; it typically weights 90+ pounds per sheet. Sometimes a lift gate is available for additional charges to assist in bringing the material to ground level. A lift gate must be pre-arranged and is an additional charge. A residential delivery is a shipment that is delivered to a residence, church or business located in a residential area and an additional charge will apply. It is not standard for a truck line to call prior to a delivery. If an appointment is required, an additional charge will be applied and will usually delay the shipment by one day.

INSPECTION AT TIME OF DELIVERY AND ACCEPTANCE: It is of the utmost importance that you, the customer, understand how to accept any truck shipment. If the policies explained here are not followed, a major part of the problem solving in regard to your shipment will fall upon you, the consignee. When the shipper gives the freight carrier items to be shipped, a driver inspects the shipment and signs for the merchandise that it is in good and shippable condition. Upon receiving a shipment, the customer has the right to inspect the items within a reasonable time before the driver leaves. Please remember that the driver has other deliveries and can only stop for a short time to allow the customer time to inspect.

If the driver will not allow sufficient time for you to inspect your delivery, then you must put on your delivery receipt the following: "DRIVER WOULD NOT ALLOW SUFFICIENT TIME TO INSPECT DELIVERY". If damage is found, it must be noted on the freight bill before the driver leaves. Please be sure that all notations are on all copies of the receipt and that your copy has been signed by the driver prior to his departure. If you cannot read his/her name, ask him to spell it for you.

Notate missing and/or damaged cartons on the Bill of Lading.

Example: Three crates were shipped, only two were delivered and of the two delivered, one had minor visible damage. Notate this on the bill of lading. If the damage looks minor, you can accept the shipment while notating damage on the delivery receipt. **YOU MUST KEEP ALL ORIGINAL PACKAGING FOR INSPECTION.** Taking digital pictures at delivery is recommended to substantiate claim. Only if items look unusable should you refuse it; while still notating "refused due to damage". Either way, you must document it on the freight bill and notify your customer service representative with whom you placed your order immediately. If the damage is not noted on the bill of lading, then damage will be considered "concealed damage".

CONCEALED DAMAGE is any damage that is discovered after the customer has signed in good faith that all the items are in good condition. If it is concealed damage, then the freight carrier only accepts partial responsibility for the merchandise. This is the most difficult area of damage to sort out. If the customer signs for the goods, the Freight Company **will not** accept full responsibility because it was signed for as received in good condition. **Please inspect damaged cartons immediately.** It is your responsibility to inspect all goods before signing that there is nothing wrong. Concealed damage is generally paid out to the customer at only a percentage of the value of the item. The Freight Company can only assume that the damage occurred after the goods were signed for. **If you sign for merchandise in good condition without noting damage, we will have no recourse with the delivering carrier and any freight claim that is filed will be considered to be concealed damage. In the case of concealed damage, we will be responsible to you, our customer, for whatever settlement the carrier offers; typically between 0 to 30% of the value of the goods and freight costs.**

EXTRA CHARGES: The shipper must approve any and all extra freight charges prior to delivery. The driver cannot authorize any additional charges such as inside delivery or lift gate. If additional services are required at the time of delivery, it will delay your shipment. The driver cannot change delivery instructions without calling his company and in return, the freight company must call the shipper. These changes cannot be done at the time of delivery. This company maintains special relationships with our preferred carriers. If you request your own carrier, we will be happy to use them. All

claims must be presented by the consignee when self designated carriers are used. We can only provide billing documentation for resolution of claims. Failure to complete the attached delivery requirement form will delay your shipment. Please make sure you understand the policies described in the Statement of Policy. Please complete the following form and sign where indicated at the end. By executing the agreement, customer is liable for all freight and subsequent freight charges incurred and will be billed accordingly. Your cooperation is appreciated.