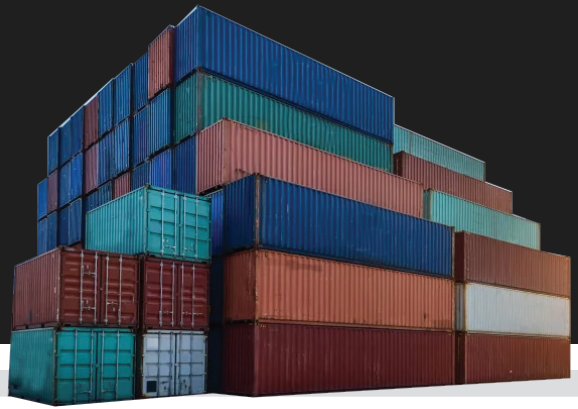


RECEIVING FREIGHT SHIPMENTS



It is crucial to refuse any damaged or incorrect shipments prior to signing the bill of lading. If you observe significant damage, such as noticeable bending of steel parts or irreparable damage affecting the product's functionality, exercise your right to reject the shipment. Capture photos of the damaged shipment while still on the truck and promptly email them to the Traffic manager, Receiving Department and Buyer if known. Ensure the driver acknowledges the damage on the bill of lading and label the shipment as "Damaged and Refused." Despite any pressure from the driver to sign, once the shipment is signed for, their responsibility ends.

Take your time; don't feel rushed. If the shipment appears satisfactory but there's concern about concealed damage and the driver insists on immediate signing, note on the bill of lading "Subject to Inspection. Driver Refuses to Wait." Additionally, document any packaging irregularities like torn stretch wrap or broken skid boards, as well as any visible scratches or other issues.

If your order is damaged (minor or major), it should be noted by writing the word "DAMAGED" on both the driver copy and your copy of the BOL, along with a description of the damage. When items are missing from your order write down "ORDER INCOMPLETE".

It is critical that the driver also sign and initial both copies of the BOL if any damage is present. By noting damage on the driver's copy, this ensures that there is written proof that damage was noted at the time of shipping. By having the driver sign your copy, this ensures that you have proof that the driver signed in your presence.

Verify the piece/skid count against the bill of lading and only sign for the pieces received. Transits may cause pieces to separate. Review the packing list for accuracy. Remember, signing the bill of lading indicates acceptance of the products in their received condition and quantity.

If there are minor flaws that you are willing to accept, such as scratched paint or small dents that don't affect functionality, document them on the bill of lading before signing. Take photos before or immediately after unpacking and share them promptly for review.

Don't delay seeking assistance if issues arise. It's more challenging to file a freight claim for damage discovered after unpacking without noting it on the bill of lading. Contact the carrier's customer service within 48 hours of delivery, providing photos and relevant information regarding the shipment, packaging, and product condition. Failure to notify within this window absolves responsibility from damages/shortages.

Typically, most freight shipments arrive without any complications. However, in the rare instances where issues arise, it is beneficial to remember the provided information to safeguard yourself. Proactively preparing for the delivery of your shipment is advisable if known. Should you have any inquiries regarding the shipping method or options for your order, feel free to reach out to the Traffic Department.

Traffic Department



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