

Safety Speed Product Receiving Procedure

(Freight Damage Policy & Reporting)

Under the terms of most purchases from Safety Speed Manufacturing, our product is shipped F.O.B. Factory (Origin). This indicates the point at which transfer of ownership of freight exists to the freight company and ends at the point of receiving and accepting the freight at the destination of the shipment.

Safety Speed Mfg. strives to assure the customer expectations are met, yet under these terms, Safety Speed Mfg. is not responsible and makes no allowance for delays, loss or damage from any cause after goods have been delivered to the transportation companies. Please note that any receipt of product at a warehouse is considered delivered and any additional deliveries (i.e. ship/moved to job site) after the initial delivery is considered the responsibility and liability of the company arranging these secondary shipments.

As the receiving agent for your company, your signature on a Delivery Receipt or carrier's 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 "your" right to collect on a damage claim and may jeopardize the reporting of any concealed damages. 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 - Identify all Partial Damages**
 - o Any and all shortages and damages must be written on the Bill Of Lading or Delivery Receipt. Upon identification of said shortages and damages, you **MUST** note the item, the discrepancy, and the condition on the Bill Of Lading or Delivery Receipt **before you sign it**, and it must be validated with the driver's signature as well. Immediately contact your Manager with whom you were working this project and report the damages.
 - o 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 Delivery Receipt or the liability to prove the damage was done by the delivering carrier, **as is your responsibility** as the receiving agent.
 - o Do not be intimidated by the driver. They cannot leave until the Bill Of Lading or Delivery Receipt is signed (regardless of how much in a hurry they are or how late they are).
2. **Total Damage** – if the **entire** shipment is visibly damaged and unsalvageable, refuse the delivery and request a Return Authorization number so the merchandise can be shipped back to its origin at no charge. The company arranging shipment will be notified of refusal of freight by the freight company. However, it is asked that the company arranging freight delivery be notified immediately upon refusal as well.
3. **Concealed Damage** – In the event of concealed damage, you **MUST** immediately document and photograph (Highly recommended) the packaging and the damage(s). **You must retain the packaging & product as is**. Do not move the item, but call the Manager with whom you were working with and report the damage. If product is moved or relocated to a different location, the freight claim will be refused and all claims voided. They will begin a concealed damage claim with the carrier who may request their inspector to visit the site. The inspector will determine if the damage was possibly carrier caused. Remember, **you** signed the document saying everything was OK. A report must be filed with the company arranging the shipment within **5 days after delivery** and a claim filed with the carrier. The sooner concealed damage is discovered and reported, the better.

Further measures that may help in the claim process include the following:

1. Taking digital photography of the damage is highly recommended. If possible, photographs of the product still on the truck will limit the buyer's liability and assist with speedy claim investigations.
2. Call the Manager with whom you were working to report the damage and request they start a claim. Preferably, the call should be made before the driver leaves the site or no later than the day of delivery.
3. Keep a copy of the Bill Of Lading or Delivery Receipt denoting the damage and the driver's signature.

Items shipped by UPS are not covered by this policy. UPS damages should be reported to the buyer immediately. UPS damages will be handled between the manufacturer/shipper and UPS.

There are a lot of things that can happen between the manufacturer and your loading dock. Therefore we are asking you to do a very small amount of work to protect both parties involved. The Bill Of Lading or Delivery Receipt is our only documentation of the condition of a load when it arrives at your site. Without this proof, we cannot hold others accountable for items damaged or missing.