

How to Receive Sho-Rack Shipments from the Freight Companies and Protect Your Property on Freight Claims

Sho-Rack products have been thoroughly tested and carefully packed in our factory. The freight company assumes all responsibility for our product's safe arrival at your facility. When the truck arrives at your property with your shipment, follow these steps to protect your property!

To Prevent Shortage:

1. Count the pieces received against the driver's delivery receipt.
2. **Note any discrepancies in writing on the delivery receipt.** Be specific: identify or describe the missing item.
3. Contact us at Sho-Rack at 800-527-1134 if you need assistance. We can assist you with investigating and filing.

In Case of Damage:

1. Inspect freight **BEFORE YOU SIGN**. Freight drivers are professionals, however, they have a lot of stops to make and sometimes appear to be in a hurry. If you have any problems with a driver, notify us immediately at Sho-Rack. **Note on the freight bill any obvious damage at the time of delivery** (i.e. box corners crushed, tears, rips, marks, etc.) Again, be specific and note in writing exactly what is damaged. Also have the driver sign it. Bear in mind that you are signing a legal document when you are signing the freight delivery receipt under the statement "received in good condition except as noted."
2. If you suspect internal damage, **OPEN IMMEDIATELY!**
3. Even if no damaged goods is suspected, open the carton within 24 hours and make a thorough inspection. This will protect you against any damage that may have occurred that *is not apparent from the exterior packaging*. A claim for *Concealed Damage* must be filed for this type of damage. The local delivering carrier must make inspection of the damaged merchandise and packaging.
4. Hold all damaged goods and their packaging materials for inspection.
5. Call the delivering carrier's local office immediately, so that we may *inspect* the damaged merchandise and packaging. After 15 days following delivery, carriers no longer entertain claims upon damaged merchandise! At this time, a freight company inspector can give you a freight damage claim form, along with leaving you a copy of the inspection report. Sho-Rack can supply you with claim forms if the carrier's driver or local office will not supply them. Freight damage claim forms are very straightforward and simple to fill out, however, Sho-Rack can even assist you in filing out the form.

Sho-Rack accepts no financial burden caused by failure to follow these guidelines. Any damage in shipment is the responsibility of the carrier, therefore all damage claims must be made by the purchaser directly to the carrier. All disputes as to the settlement amount or manner should be addressed with the carrier. Never refuse shipment or return it without approval from Sho-Rack since your right to make a damage claim may be denied by the transit company if you do so. We will gladly assist in replacing damaged goods in a timely manner. By following these guidelines, we hope to keep our shipping problems to a minimum and can continue to offer you consistent, quality service.