Freight Receiving Procedure & Freight Damage Policy and Reporting Procedure

Under the terms of our purchases, most equipment is shipped F.O.B. Factory. Most shipments are contingent upon strikes, embargoes, fires, accidents, or other delays unavoidable or beyond a manufacturer’s control.

Manufacturer's that ship F.O.B. Factory assume no responsibility and make no allowance for delays, loss or damage from any cause after goods have been delivered to transportation companies.

As the receiving agent for Performance Interiors, your signature on a warehouse receipt or delivering carrier’s freight 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 “our” right to collect on a damage claim even if the damage is “concealed”. 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.**
   a. Any and all shortages and damages must be written on the Bill Of Lading or Freight Bill. Should you on the Bill determine that any items are damaged or missing, you **MUST** note the item, the discrepancy, and the condition Of Lading or Freight Bill **before you sign it**! Then call 800-377-3575 or the buyer with whom you were working and report the problem.
   b. 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 Freight Bill or the liability to prove the damage was done by the delivering carrier is your responsibility.
   c. Do not be intimidated by the driver. They cannot leave until the Bill Of Lading or Freight Bill is signed (regardless of how much in a hurry they are or how late they are).

2. **Discovered Damage** – if the box, crate, or merchandise is visibly damaged, refuse the delivery and request a Return Authorization number so the merchandise can be shipped back to its origin at no charge.

3. **Concealed Damage** – In the event of concealed damage, you **MUST** immediately document and photograph (if possible) the packaging and the damage. **You must keep the packaging.** Do not move the item, but call 800-377-3575 or the buyer with whom you were working and report the damage. They will begin a concealed damage claim and ask for an inspection. The inspector will determine if the damage was possibly carrier caused. Remember **you** signed the document saying every thing was OK. A report must be filed with the carrier within 15 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. If possible, photographs of the equipment still on the truck will limit the buyer's liability.
2. Call 800-377-3575 or the buyer 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.
3. Request an inspector.
4. Keep a copy of the Bill Of Lading or Freight Bill noting the damage and the driver’s signature.

Items shipped by UPS are not covered by this policy. UPS damages should be reported to the procurement buyer immediately. UPS damages will be handled between the manufacturer 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 of us. The Bill Of Lading or Freight Bill 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.