

IMPORTANT DOCUMENT: PLEASE READ!

Freight Inspection:

At Nevers Industries we take pride in our quality packaging, but despite our best efforts, freight damage still occurs from time to time. As a consignee receiving products via common carrier it is critical you are aware of the correct protocol for receiving a shipment. **Inspection is your responsibility** and can have a significant impact on the outcome of a claim when one needs to be filed. Here are some basic guidelines and things to know when receiving our product, or product from any manufacturer, via a common carrier.

- **Inspect all cartons** for visible damage and **count the number of pieces you received.**
- Note any **damages or discrepancies on the carrier's delivery receipt (POD).**
- If there is any visible damage, or you discover any concealed damage that you did not notice upon delivery, **DO NOT move the merchandise.**
- Do not discard crate/skid/packing material(s) and any damaged product **Keep all packaging materials for inspection (do not destroy). Failure to do so may impair or cancel the ability to make a successful claim.**
- **You are liable for damage** under the Interstate Commerce Act if the above points are not followed.
- All freight should be opened and inspected promptly. **You are liable for damage** that is not reported to the carrier **within 5 days of receipt.** Caution: When a clear receipt is obtained by a carrier, the carrier is no longer responsible for damages or shortages. Damaged freight cannot be refused by the consignee (buyer). Processing claims for damages and shortages are the responsibility of Nevers Industries. At no time can claims be deducted from our invoices.
- Whenever any damage is discovered, **take lots of pictures (including the crate/skid(s)).**
- **Do not install the damaged product. Nevers is not responsible for install/reinstall/disposal charges.**
- All Nevers Industries products are made to order. Therefore, merchandise may not be returned without specific consent from Nevers Industries. Unauthorized returns will be refused by the shipping department.

