

FREIGHT AWARENESS

REVISED: 12/14/04

Thank you for your order. To make everything go smoothly Please be aware of the following

- ❖ You are Responsible for Proper Incoming Receiving. Please read attached “Receiving Guidelines”
- ❖ If you will not accept responsibility for receiving we would rather not sell to you than to be open to big losses. We can arrange for Movers or Insurance to cover anything but it will add substantially to the cost.
- ❖ Terms of Sale unless noted differently are FOB origin which means you the customer own the goods once they leave the Factory or Warehouse
- ❖ Unless arranged beforehand – terms are standard Tailgate delivery. Driver does not have means to unload heavy pallets to anything but a standard loading dock, and driver is not required to get goods past tailgate (he will not bring them inside).

Don't Panic – Proper receiving is easy, you just need to be aware that it needs to be done so that competent people do a thorough job of receiving. Below is why we have had to send out this notice.....

Indoff works very hard to provide the lowest freight costs to you our customers. We utilize common carriers and LTL shipping which allows us to pass on the lowest freight rates (along with our great pricing). The downside of this is that unless goods are received properly a complete order could be scrap and someone has to pay for it. This someone will be you (if you do not receive correctly). You accept responsibility for proper receiving of goods when you order from Indoff. We have had numerous customers accept and sign for visibly damaged goods which we at Indoff have been forced to replace with no reimbursement to us from trucker. It is critical that you understand that improper receiving could cost you the whole order amount.

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Summary of Shipping Guidelines for Indoff Shipments of large fragile items

- ❖ To keep your costs down we ship LTL on Common Carrier (moving companies are way to expensive). This automatically brings us to Possible damage by the trucker of the goods. Legally you own the product as soon as it leaves the manufacturer (our terms are **FOB shipping point**). Therefore to get the low freight cost (we pass on most of our discounts to you) you are responsible for receiving in the goods correctly (we have a separate memo on receiving that expands on short receiving rules below).
- ❖ If you receive and inspect correctly any damage will be fully paid by the trucker.
- ❖ If you do not receive correctly you are legally, fully liable to pay again in full for the goods you bought.
- ❖ We want to sell you these items and not have unpaid damage claims but we need your help in receiving. We cannot take the full financial burden of improper receiving.
- ❖ Note - the main problem we are talking about here is concealed damage that is found after the trucker has obtained a clear no damage signature from you. Again, we have no problem getting you full reimbursement for refused or properly notated damages.
- ❖ What can you do to **Minimize your Liability** and keep from being mad at us if damage occurs.
 1. Best – Receive and Inspect yourself following our Receiving Rules.
 2. You can specify your own LTL carrier (freight collect) and deal with your carrier on any damage.
 3. You can have us get you a quote for a moving company (a few hundred \$ more)
 4. We could get a professional crew in to receive and inspect the goods (a few hundred \$ more)
 5. We offer a “10% of Order Concealed Damage Policy” that fully protects you (call if interested).

If you are having us send goods on our carrier at a quoted price and you do not want insurance please sign below. I understand goods are FOB factory, we do not want to pay for insurance and we understand Indoff is not liable to pay for any damages beyond what trucker is willing to pay.

Sign and Fax to (860)632-2028

Short Review of Receiving Rules

- ❖ **Always Count the Freight.** Do not rely on the driver's count or on a skid count. Always sign the delivery receipt for the actual number of pieces you received.
- ❖ **Pre-Inspect for totally trashed shipment and refuse.** If a shipment is damaged to the point of worthlessness, you can refuse the shipment. In fact if the total shipment is trashed refuse it. Do not accept it and sign for damaged. Retain copy of freight slip.
- ❖ **If order is for many boards and only a few are clearly damaged** it is better to accept shipment with damage noted and then we will only have to replace the damaged ones and you have use of the good ones. If you decide to retain the merchandise, **do not destroy or discard the damaged merchandise** – call us immediately and make sure paperwork shows what was refused and what was accepted. Keep a copy!
- ❖ **If Shipment looks to be in decent shape do a Thorough Final Inspection.** You have the right to open and inspect goods before signing. If driver gives you a hard time, tell him unless you **open and inspect** you will sign only with “goods damaged” written on freight bill. If he still refuses to allow inspection tell him you want to call the terminal manager while he waits. Carefully inspect all cartons for visible damage, crushing, open cartons, and obvious re-taping. And then
- ❖ **Do your Concealed Damage Inspection while tucker is there.** Our products can easily look fine outside but be damaged internally. If you find concealed damage after trucker leaves (or without noting it on slip) it becomes hard or impossible to collect. Note any damage or discrepancies on the carrier's delivery receipt. Make sure to be clear about what is damaged. Make sure the driver also signs and attests to the exception BEFORE you sign for the shipment. Retain copy of freight slip. Do not just sign for freight as “received subject to inspection”. If he won't let you open and inspect sign as DAMAGED

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If concealed damage is discovered or you noted damage on ticket
call the Carrier and Indoff at (860)632-2026 immediately.