

## 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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