

## Recommended Receiving Instructions

**FOB Point:** Accurate Partitions Corp Plant  
**Freight Charges:** Prepaid (Class 70) & Added to Invoice

AS THE OWNER OF THIS MATERIAL DURING TRANSIT, identifying shortages or freight damage and filing freight claims is your responsibility. Failure to follow the recommended steps below could limit your ability to recover compensation from the freight carrier for damage caused to your material during transit!

Your signature on the Bill of Lading (BOL) is clear receipt from you for the goods in apparent good order and freight carriers generally require that any shortages or damage be noted on the BOL at the time of delivery. The more quickly and thoroughly you inspect this shipment, the more likely you are to receive fair compensation for any shortage/damage claim.

- 1. Check the number of pieces against the Bill of Lading (BOL).**  
If there is a shortage, have the driver note it on the BOL and sign and date it. If the driver refuses, you should note it on the BOL and sign and date it.
- 2. Inspect all material thoroughly and note if shipment is damaged on the BOL.**  
Make your notes legible and as specific as possible. If the driver will not wait while you thoroughly inspect the material, note on the BOL "subject to internal inspection" and perform the inspection immediately after the driver leaves.
- 3. Take pictures of any damage – with the packaging, if possible.**

TIP: Do not skip doing a thorough inspection just because the external packaging looks good. Freight carriers occasionally re-package/re-skid material, hiding damage that occurred in transit.

IF THERE IS A SHORTAGE OR DAMAGE to your material, you should take one of the following actions, listed in order of likelihood of satisfactory financial recovery for you:

- A. If damage is significant, REFUSE THE SHIPMENT AND NOTIFY YOUR ACCURATE CUSTOMER SERVICE REP. In this case, and only this case, the shipment will be returned to Accurate Partitions, who will file a freight claim on your behalf and arrange for replacement material to be produced and sent out at no additional charge.
- B. FILE A CLAIM DIRECTLY WITH THE CARRIER FOR DAMAGE/SHORTAGES NOTED ON THE BOL as soon as possible and order replacement material from Accurate Partitions. Since the carrier will reimburse you directly, Accurate will require a Purchase Order for the replacement material. It is highly recommended that you keep the damaged material and its packaging, as the freight company may insist on inspecting it or taking possession of it to resolve your claim.
- C. FILE A CLAIM DIRECTLY WITH THE CARRIER FOR "CONCEALED DAMAGE" as soon as possible if damage/shortage is discovered after delivery and was not noted on the BOL. Request an inspection from the carrier. If an inspection is declined, get the name and location of that carrier rep and include it on your claim. Claims for concealed damage may not result in full reimbursement from the carrier, **especially when filed more than 5 days after the material was received.**

Your claim should be submitted directly to the carrier on a  
**Standard Form for Presentation of Loss and Damage Claim Form**  
available on most carriers' website