

THIS INFORMATION IS TO PROTECT YOU
FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN YOU
HAVING TO RE-PURCHASE ANY REPLACEMENT MATERIAL REQUIRED

Shipment FOB Point (transfer of title to material): ASI Accurate Partitions Plant

As the owner of this material during transit, **it is solely your responsibility to identify any shortages or freight damage and report any concealed damage within 5 days.** Therefore,

UPON RECEIPT, INSPECT YOUR SHIPMENT CAREFULLY, as your signature on the Delivery Receipt (Bill of Lading / BOL) without any specific notes describing damage is an explicit acknowledgement from you that the material was delivered and received free of damage.

1. **Check the number of pieces received against the Bill of Lading (BOL).** If there is a shortage, note it on the BOL and sign and date it.
2. **Inspect all material thoroughly and list any pieces that are damaged on the BOL.** Make your notes legible and as specific as possible. If the driver refuses to wait while you thoroughly inspect the material (this is common), note on the BOL "Driver Refused to Wait - Subject to Full Inspection" and **complete your full inspection immediately afterward.**
3. **Take pictures of any damaged pieces**, along with its packaging.
4. **Retain all damaged material and packaging for 120 days**, as the carrier may insist on inspecting it and taking possession of it to resolve the claim.

IF THERE IS A SHORTAGE OR DAMAGE to your material:

A. **Immediately notify your ASI Accurate Partitions Distributor or Customer Service Rep of the damage and provide the following information and documentation:**

- * ASI Accurate Sales Order (SO) #, which is shown on the shipping labels and on the BOL
- * A copy of your signed Delivery Receipt (BOL) listing the missing/damaged pieces
- * The pictures you took showing the damage
- * Any additional details required to make sure that the correct pieces are replaced

With this information, ASI Accurate Partitions will file a freight claim with the carrier on your behalf and replace the pieces of material for which damage is supported by your documentation at no charge.

B. **If the damage is extensive, you may refuse the shipment** and immediately notify your ASI Accurate Partitions Distributor or Customer Service Rep. The shipment will be returned to the factory, where we will determine the exact extent of the damage, file a freight claim on your behalf, and arrange for replacement material to be produced and sent out at no charge. This option typically results in a somewhat longer time to receive replacement material.

Any damage not specifically noted on the Delivery Receipt (BOL) is considered Concealed Damage and must be reported within 5 days of receipt to be eligible for replacement!

If you choose to file your claim directly with the carrier, it's suggested that you use the **Standard Form for Presentation of Loss and Damage Claim Form** available on most carriers' web site