

SHIPPING CHARGES are determined at the time we process the shipment. The card that was used for your order will be charged at that time for the shipping costs.

ATTENTION: When you receive your shipment, you must verify that the shipment is complete and not damaged. Shipping damage happens all too often, and a claim cannot be filed without proper record of the damage.

BEFORE YOU SIGN FOR YOUR FREIGHT SHIPMENT (on a pallet):

- Check the tamper-evident security tape. If the seal has been broken, check your entire shipment.
- Check to verify that the "DO NOT DOUBLE STACK" cone is intact on top of the pallet. If it has been damaged in any way or is missing, this means that another pallet was stacked on top and there could be possible damage. Check your entire shipment.
- Check your shipment for visibly damaged boxes and missing cases. *Keep in mind that freight companies have been known to repackage a shipment to hide damaged boxes.* The driver should provide a reasonable amount of time for you to inspect your shipment prior to signing for it.
- If any of the products are damaged, take a picture to document it. Make a note on the shipping paperwork about any damage or missing product. Be as specific as possible.
- If, for any reason, you have doubts and the driver is unwilling/cannot stay for a complete appraisal, please write "in apparent good order, subject to further inspection."
- IF DAMAGE IS **NOT** NOTED AT THE TIME THE SHIPMENT IS RECEIVED, YOU WILL **NOT** BE ABLE TO FILE A CLAIM.
- Claims
 - **If we process the freight through one of our freight brokers,** we will file the claim if the above procedures have been followed. We will automatically send replacements to you.
 - **If you process the freight through your own shipping broker,** the claim needs to be filed directly with your shipping broker but please copy us in your correspondence. We will not send replacements automatically as the claim is being filed directly with you.
 - **Echo Global Logistics claims (booked through us on your account):** You will be filing the claim directly with Echo; however, we will work with our rep directly to provide any support documentation and will send automatic replacements. *When the claim is paid to you, we will require to be reimbursed for the replacements.*
- For easy reference of these steps, please download and print this easy [Freight Delivery Checklist](#).

WHEN ACCEPTING A DAMAGED SHIPMENT FROM UPS:

- Please make a note of the damage to the driver.
- **Do not refuse the shipment.** Accept the shipment and your items will be replaced.
- Take a picture of the damage.
- Immediately email us with information about the damage or missing items.
- Please note that UPS is notorious for sending different boxes of the same shipment separately. You may receive the remaining shipment on a different truck or on a separate day. Check your tracking number after you receive your partial shipment to see if that's the case.
- We will file the claim with UPS directly but need your help to provide the information needed for successful reimbursement.