



SOELBERG | INDUSTRIES

Dear Customer,

RE: Shipping Notification

Soelberg Industries makes every effort to ensure that your product arrives to you in optimal condition by packaging and palleting your products to protect them during transit. Unfortunately, sometimes damage does occur in transit. Please follow these instructions in order to resolve any problems caused by damaged products so a freight claim may be processed to protect you.

1. **It is your responsibility to inspect your crate with the driver present. DO NOT SIGN UNTIL YOU HAVE FULLY INSPECTED YOUR PRODUCT.**
2. When you sign the delivery ticket, you confirm that the product is in satisfactory condition. If this is not the case, it is your responsibility to report the damages to the driver and mark the delivery confirmation as “**damaged**” before signing.
3. You must document the damaged packaging and damaged product to provide to the carrier for their freight claim department.
4. You must take photos.
5. Please contact a Soelberg Industries representative **immediately** for assistance.

***The driver is required to remain with you until you have adequately inspected your product.

FAILURE TO PROVIDE PROPER NOTIFICATION AND DOCUMENTATION AT THE TIME OF DELIVERY WILL RESULT IN REFUSAL BY CARRIER TO ACCEPT CHARGES FOR ANY DAMAGE. SOELBERG INDUSTRIES IS NOT RESPONSIBLE FOR ANY DAMAGE THAT OCCURS DURING TRANSIT.

I have read and understand my responsibility and release Soelberg Industries from responsibility of damage that occurs in transit.

Customer Signature

Date

Company Name