



SOELBERG | INDUSTRIES

Shipping Notification / Freight Claim Procedure

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. The following steps and instructions are mandatory in order to resolve any problems caused by freight damage so a freight claim may be processed by Soelberg Industries to protect you. We offer replacement panels at no cost when our required steps are followed.

*****You may choose to refuse acceptance of freight due to damage, in such case, you will be responsible to file any and all freight claims resulting from this process. Soelberg Industries has no liability after your product has shipped from our production facility.*****

1. If you have questions or are unsure of your responsibility, please **contact** a Soelberg representative **IMMEDIATELY** for assistance.
2. **INSPECT CRATE, OPEN AND INSPECT EVERY PANEL.** It is your responsibility to open and inspect your crate and all products with the driver present. Retain the delivery ticket until you have fully inspected your product. Regardless of visible damage to the crate, hidden damage can occur due to improper stacking and mishandling during the shipping process. If you sign without noting damage, Soelberg Industries cannot process a freight claim on your behalf. The crate should be intact and have a yellow "DO NOT STACK" cone on top.
3. **AFTER INSPECTION, NOTE ANY DAMAGE ON TICKET AND SIGN.** 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 damage to the driver and mark the delivery confirmation as "**DAMAGED**" before signing.
4. **DOCUMENT BOTH DAMAGED PANELS AND CRATE.** You must take photos documenting both the damaged packaging and damaged product to provide to a Soelberg Industries representative in order to process the freight claim along with a copy of the signed delivery ticket.

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

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

SIGNATURE _____ DATE _____

COMPANY NAME _____