

# SHIPPING TERMS

## FREIGHT CLAIM PROCEDURE

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Your order will be carefully packaged and protected to help ensure it arrives in optimal condition. However, damage may occur during transit. Please review the following process detailing how to report damaged product for replacement in the event of transit damage.

**QUESTIONS???** If you are unsure of your responsibility or the replacement procedure, please contact a Soelberg representative for assistance. Call 801-434-9450 or email [service@soelbergi.com](mailto:service@soelbergi.com)

1. **BEFORE SIGNING FOR THE SHIPMENT:** Be sure to visually inspect the crate or pallet for any damage. If you suspect any damage, you must note this on the delivery receipt prior to signing for your order. Take photos documenting the damage of the crate or pallet and enclosed material.
2. **RECEIVING THE SHIPMENT.** If the shipment is damaged, the quickest and easiest way to resolve this issue is to receive the shipment and follow the reporting process below. Rejecting the shipment may result in further delay and expense.
3. **REPORTING DAMAGE.** Visible damage must be reported immediately at delivery by noting and signing the delivery receipt. Take photos to document the damage and note that damage on the delivery receipt and contact a Soelberg representative. Any concealed damage must be reported within two days of the delivery date. You will need to provide detailed photos of the damaged crate or pallet, packaging and damaged product including the label on the back of each part or panel. Any damage reported more than two days after delivery will become your responsibility including all associated costs for replacement and filing your own freight claim.
4. **STORE THE SHIPMENT.** Retain all damaged product and parts as well as the packaging and crate or pallet. The freight company has the right to inspect and take possession of the damaged product if they deem necessary. They will advise of disposal of damaged product. If you attempt to install or repair damaged product, you will be responsible for all associated costs for replacement or filing for any freight claim.

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

**SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**COMPANY NAME** \_\_\_\_\_