

Dear Valued Customer,

Your shipment is being transported via freight truck, and we wanted you to be aware of your rights and responsibilities as the end recipient (from here forward known as the "consignee").

There are a lot of things that can happen between the shipper and your delivery location; therefore, we are asking you to do a very small amount of work to protect yourself, and Elegant Windows Fashions (from here forward known as the "consignor")

When your orders are ready to be delivered, the freight carrier may or may not contact you to arrange delivery. If for any reason your shipment cannot be delivered (including but not limited to an undeliverable address, no liftgate requested in advance, a responsible party is not available to sign for the shipment, or inability of the carrier to contact or otherwise arrange a delivery appointment with you), you are responsible for any return freight charges, unbilled accessorial, or storage fees incurred.

To ensure that you are receiving what you ordered, and in acceptable condition, the National Claims Council Regulations specify that you must inspect, examine, and inventory your shipment as it is unloaded. Freight shipments cannot be just left at the delivery location, therefore making and keeping your delivery appointment is highly important.

On arrival, we ask that you please inspect the shipment immediately for any obvious signs of damage including but not limited to: double stacking impressions on packaging, ripped and torn packaging, lose or missing shrink wrap and banding material.

Any/all shortages and damages must be written on the carriers Delivery Receipt. (from here forward known as the "DR") Should you determine that any items are damaged or missing, you MUST note the item, the discrepancy, and the condition before you sign it! Then the driver should call the freight company to report any problems and give you a case number.

You should inspect your shipment carefully. If there is the slightest doubt that the product is damaged (concealed or not) it must be noted on the "DR", or the liability to prove that the delivering carrier did the damage becomes your responsibility. Concealed damage should be reported within 10 business days from the date of receipt.

Please submit pictures of the concealed damaged shipment to service@elegantwf.com.

Do not be intimidated by the driver. They cannot leave until the "DR" is signed (regardless of how much in a hurry they are or how late they are). While your driver is there, compare the pieces of freight you are receiving to your carrier's "DR". When you've determined that the condition and quantity of your freight is acceptable, you can then sign the "DR".

The driver will provide you with a copy of the "DR", taking the signed copy with them (as a delivery receipt). If a copy is not offered, request one, as is your right. Ask the driver to sign your copy.

The "DR" is the only documentation of the condition of a shipment, and services provided when it arrives at your location, and without this document, we cannot hold others accountable for items damaged, missing or for services noted but not performed. (Service examples but not limited to: liftgate, limited access, residential, inside delivery)

Your signature on the delivering carrier's "DR" constitutes acceptance of the merchandise as is and in good order. If you do not inspect before signing you are, for all practical purposes, waiving the right to collect on a damage claim even if the damage is discovered later (known as concealed damage).

If there is concealed damage: although we strongly recommend inspecting the shipment prior to signing the delivery receipt, if the consignee or their representative sign for the shipment, and then at a later time discover that there is some damage not noticed at delivery (called "concealed damage"), a claim must then be submitted to Elegant Window Fashions, detailing the damage and including pictures for review. The RGA will determine whether the damage is concealed or caused by freight. This is why inspecting the product before signing the delivery receipt is crucial.

In the event of concealed damage, it is vital that you immediately document and photograph (if possible) the packaging and the damage. You must keep the packaging. Do not move the item and call the carrier and report the damage. They will begin a concealed damage claim and ask for an inspection. You must also notify the shipper so that we are aware of the situation and can be of assistance if required. The inspector will determine if the damage was possibly caused by the carrier.

Additional points to consider:

1. Whenever signing for freight, always write "SUBJECT TO INSPECTION".
2. Whenever possible, inspect the freight before you sign.
3. Note on the freight bill any obvious damage at the time of delivery (i.e. box corners crushed, tears, rips, slices, marks etc.); be specific.
4. If you suspect internal damage, open immediately.
5. Even if no damage is suspected, open the carton(s) within 24 hours and make a thorough inspection.
6. After noting the freight damage on the bill of lading, you must call the carrier, and also notify the consignor of a damaged shipment. We will ask you to email us a copy of the DR that notes the freight damage.
7. Complete the Consignee's Damaged/Shortage Inspection Report
8. Hold all damaged goods and their packaging materials, in the original location, for inspection by the carrier.

Further measures that may help in the claim process include the following:

A. Taking digital photography of the damage. If possible, photographs of the equipment still on the truck will limit your liability. **B.** Report the damage to the carrier and request they start a claim. Preferably, the call should be made before the driver leaves the site. Then, notify the consignor. **C.** Request an inspector. **D.** Keep a copy of the "DR" noting the damage and the driver's signature

It is the responsibility of the person that signs for received items to inspect and note any/all problems before the delivery person leaves. You have heard the term "FOB" (Freight On Board) - this term simply means that once the carrier picks up the material from the factory/supplier, the factory/supplier is no longer responsible for the material. If you have someone signing the "DR" for you, for whatever reason, they are acting as your representative; you should inform them that they should check for missing or damaged items. If the freight is signed for without noting damaged or missing pieces, it is almost impossible to get the freight companies to take responsibility. We realize this can be a time-consuming process, but much of the hassle can be eliminated with prompt, well-documented action with the carrier.

Short Freight

