

# FREIGHT POLICY

## 1) Upon Delivery of Shipment

- a. Visually inspect all cartons for damage and verify carton quantities and skid quantities.
  - i. Note any damage to any carton on the Delivery Receipt. Only write that there is damage. Do not speculate to as why there is damage or how the damage happened.  
(Example: one carton damaged)
  - ii. Note any missing cartons or skids on Delivery Receipt
  - iii. If shipment is received without plastic banding and shrink wrap, your shipment may not be complete or may be damaged.
- b. Put all damaged boxes and parts to the side until carrier has inspected them. If possible, take photos of the damages and keep in original packaging.
- c. Do Not let the driver talk you into signing or checking areas. If you sign the wrong area, we may not be able to issue credit.
- d. If shipment is totally destroyed, refuse it.

If all of the above has been followed, there is a better chance of getting full credit for the damaged material. SLP will not issue credit, until the carrier has paid us for the claim.

## 2) Concealed Damage

- a. If concealed damage is found, immediately call freight line to report damage. Get name of contact at shipping line and terminal damage was reported to. This helps SLP expedite the claim.
- b. You have 7 days from date of delivery to contact SLP Lighting.
- c. Be sure to put all damaged boxes and parts to the side until carrier has inspected them. If possible, keep in original packaging.

**SLP can ONLY give a maximum of 1/3 shipment value for concealed damage.**

## 3) Collect Shipments

On any orders that ship collect, the customer will have to file a claim with their carrier for damaged goods to get reimbursed. SLP will NOT issue a credit.

## 4) Other Delivery or Service Charges

Lift Gate/Notify (call) customer/ Inside / Residential / Redelivery / Forklift / Heat treated pallets / etc.

- a. If a lift gated is needed, please indicate at time of order.
- b. If a delivery notification is needed, please indicate at time of order.
- c. There will be a \$5 charge for all heat treated pallets
- d. Shipping locations that do not have a dock such as Job Sites or Residential receive an additional charge involved by all the carrier's.

*Customer is responsible for all additional Accersorial Fees charged by the Carrier such as, but not limited to: Camps, Carnivals, Fairs, Chautauqua, Churches, Mosques, Synagogues, Temples, Schools (not including colleges and universities), Colleges and Universities without a dock, Medical/Urgent care sites without a dock, Military Bases & Installations, Prisons/Correctional Facilities, Constructions Sites, Individual / Mini Storage Units, Mine Sites, Golf Courses, Country Clubs, Nuclear Power Plants, Parks, Farms, Ranches, Indian Reservations, Court houses, Day cares, Hotels, Motels, Retirement/ Nursing Homes, Restaurants, Cemeteries, Convents, Outdoor flea markets. Charges may vary by carrier.*

