

RULES FOR RECEIVING INDOFF SHIPMENTS:

In order to reduce the amount of claims on our shipments, Indoff is asking all customers to please abide by the following procedures:

1. **Always Count the Freight.** Do not rely on the driver's count or on a skid count.
2. Always sign the delivery receipt for the actual number of pieces you received. If there is a question of correct count, please count again till it is right or an exception is agreed upon and noted.
3. Sign your **FULL NAME. NO INITIALS** and the date it was received.
4. Inspect all cartons for visible damage and note any damage or discrepancies on the carrier's delivery receipt. Make sure the driver also signs and attests to the exception **BEFORE** you sign for the shipment.
5. Identify, both clearly and concisely, the item, which is short or damaged.
6. If a shipping container is crushed enough, warrant the notation of damage, then suggest to the driver that both you and he make certain what is damaged and note exactly that which is damaged on the delivery receipt.
7. Avoid signing for freight as "received subject to inspection", because this notation will not improve our position on a claim settlement.
8. Take pictures of the damaged merchandise should the damage warrant, and Indoff will pay for these costs.
9. If cartons are open or re-taped in a fashion to indicate missing merchandise, a joint inventory by receiver and driver is strongly recommended to detail exactly what is missing.
10. If a shipment is damaged to the point of worthlessness, you can refuse the shipment. If you decide to retain the merchandise, **do not destroy or discard the damage merchandise** thereby depriving the carrier the opportunity to salvage. If they take the damaged merchandise, they must pay the claim. Assuming the damage was noted on the delivery receipt.
11. If you discover any concealed damage, which you did not notice at first, minimize the physical movement of the container or product from its original delivery location. All carriers will deny any settlement on a concealed damage if there is evidence that the product has been moved.
12. In any case of concealed damage, **call the carrier immediately**, take photographs and insist on prompt carrier or agent inspection. Keep written records of time and date of inspection request and any calls to the carrier regarding the claim.
13. You are liable for damage under the Interstate Commerce Act if the above points are not followed. We appreciate your cooperation in helping both of us save on additional costs.

Very important

14. On fragile items such as Claridge, Quartet or furniture you have the right to open and inspect goods before signing. If driver gives you a hard time tell him unless you open and inspect you will sign only with "goods damaged" written on freight bill. If he still refuses to allow inspection tell him you want to call the terminal manager while he waits. If you sign for goods clear without opening them and you later find damage legally(per item 13 above) you own it and we legally do not have to fix the problem either monetarily or claim wise. Of course we will help because we want you to be a satisfied customer but the "clear" signature with later concealed damage will probably have a dollar cost to you, us and the manufacturer.....
15. Sunset Transportation (Mick) at (800)849-6540 ext 817 handles our freight and claims. Call him or your Indoff salesman for help immediately with freight problems.