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Freight Receiving Procedure & Freight Damage Policy and Reporting

Under the terms of our conditions of sale, most orders are shipped F.O.B. Factory. Manufacturer's that ship F.O.B. Factory assume no responsibility and make no allowance for delays, loss or damage from any cause after goods have been delivered or picked up by transportation companies.

As the receiving agent for Anemostat's shipments, your signature on a delivering carrier's freight Bill of Lading (BOL) 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 "our" mutual right to collect on a damage claim no matter if the damage is visible or "concealed". Remember once you sign, the goods and the responsibility is yours!

Recommended Receiving Procedure:

1. **Check immediately for visible signs of damage.** The National Claims Council Regulations specify that you must:
2. **Inspect, examine and inventory (count) your delivery as it is unloaded.**
 - a. Any and all shortages or damaged items must be written down on the BOL(Bill Of Lading). Note the item(s) that are visibly damaged or missing on the BOL **before you sign it**. Then email Anemostat at door@anemostat.com or call (210) 662-6300 to report the problem.
 - b. Open cartons or containers of glass or other items if there is the slightest doubt that the merchandise could be damaged (concealed or not). Any Damage must be noted on the BOL or the liability to prove the damage was done by the delivering carrier is your responsibility.
 - c. Do not be intimidated by the driver. They cannot leave until the BOL is signed (regardless of how much of a hurry they are in, etc.).
 - d. If unsure, always sign "subject to count and inspections".
3. **Concealed Damage (within 7 days after delivery)** – In the event of concealed damage (goods found damaged in otherwise intact packaging), you **must** immediately document and photograph the packaging and the damage. **You must keep the packaging.** Call to report the problem, then email the photos and document the damage with Anemostat. If we prepaid the freight with the carrier, we will begin the concealed damage claim. Concealed damage claims must be reported to Anemostat within 7 calendar days. Remember, at this point, you signed the BOL free and clear, or possibly "subject to count and inspection" so the sooner you can inspect the goods and report any concealed damage, the better the chances of collecting on the claim. Claims not reported within 7 calendar days may not be honored.

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

1. Take photographs of the damaged goods while still on the carrier's truck, if obvious mis-handling is evident. Send the photos to your Anemostat Customer Service person, or email them to door@anemostat.com
2. Call Anemostat immediately, preferably with the driver still present.
3. Keep a copy of the BOL noting the damage with the driver's signature.
4. Keep all crating and packaging material with the damaged item(s) for inspection by the company's claim inspector until told by Anemostat or the carrier to return or dispose of the item(s).
5. Claims not reported within 7 calendar days may not be honored.

There are many things that can happen to goods between the time they leave the factory and arrive at your receiving dock. Therefore we are asking you to do a very small, but critically important amount of work to protect us both. The Bill of Lading (BOL) or freight bill is our only documentation of the condition of a load when it arrives at your place of business or jobsite. Without this proof, we cannot hold others accountable for damaged or missing items.

Anemostat Door Products

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