IMPORTANT:
FREIGHT CLAIM INFORMATION

DURCON Incorporated inspects each sink and worksurface section for defects before shipment. Occasionally damage occurs in transit. Please remember that you are responsible for all freight claims and the cost of all replacement pieces for each shipment you accept. Inspect each shipment very carefully before acceptance.

Carefully inspect each pallet or crate upon arrival. If a shipment is damaged when delivered, be sure to have the driver note all damage on the delivery receipt. This is essential or your claim may be denied. Also, if pallets are stacked, please note “Stacked Pallets” on the delivery receipt. Durcon is not responsible for pallets stacked at carrier terminal. Any unloading difficulties or damage due to stacked materials are the carrier’s responsibility. If freight damage is discovered please refer to the following guidelines in order to process an effective freight claim:

CARRIER NON-PERFORMANCE
• Durcon is not responsible for carrier non-performance including but not limited to: appointment not set, missed appointment, late delivery, lost shipment, freight damage. Durcon will not pay any expenses associated with these issues.

ACCEPTED FREIGHT WITH NOTED DAMAGE
• Have delivering driver make notation of damages on delivery receipt.
• Contact delivering terminal to arrange for a claim form and inspection report to be faxed or mailed to you.
• Keep all damaged pieces and packing material until claim is resolved between you and the carrier.
• Notify Durcon which pieces you need replaced.
• Durcon will provide to you an order acknowledgment that includes value of items in claim (less freight amount).
• Durcon will invoice you for replacement materials and Durcon’s standard payment terms will apply.

ACCEPTED FREIGHT WITH CONCEALED DAMAGE
• Contact the carrier immediately upon discovery of damage.
• Carrier will determine inspection needs based on value and time elapsed.
• Notify Durcon which pieces you need replaced.
• Durcon will fax to you an order acknowledgment that includes value of items for claim (less freight amount).
• Durcon will invoice you for replacement materials and Durcon’s standard payment terms will apply.

UNACCEPTED FREIGHT
• If substantial damage is noted upon inspection you have the right to refuse pallets or all of a shipment. Do not unpack pallets or crates with damaged materials. Individual pieces cannot be refused. You must refuse the entire pallet or accept the freight with noted damage at time of delivery (see above).
• The carrier will take the refused material back to their terminal and get authorization from Durcon for disposition.
• Notify Durcon which pieces you need replaced.
• Durcon will handle all freight claim procedures for refused pallets or shipments only and process a replacement order for your company for the damaged pieces.

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