



Freight Receiving Instructions

Your Responsibility

It is **YOUR RESPONSIBILITY**, as a condition of your purchase and receipt of goods to check for damage and shortages upon receiving the shipment and to file a freight claim if any damage or shortage is found.

Prior to Signing the Freight Bill -

When you receive your shipment from the carrier, **IMMEDIATELY** inspect the packaging for any visible damage.

If Damage or Shortage is Found –

- ◆ **While the driver is still at your facility**
 - Make clear notations of the exact damage on the Freight Bill.
 - Indicate that either the contents or packaging or both are damaged **before you sign the bill.**
 - If the delivery driver will not wait for you to open the packaging for damage then note on the bill “subject to inspection.”
 - The driver must sign the bill before he leaves.
 - **Take pictures of any damage and document in writing all damages.**

- ◆ **After you have Signed the Freight Bill**
 - Open the packaging carefully and look for damage to the contents.
 - **Report damage and initiate your claim within 48 hours of delivery.**
 - Once damage is discovered; do not continue un-packaging until told to do so by the Freight Company.
 - Preserve the evidence - The freight company may send an inspector to document the damage.
 - Save any packaging that was removed
 - Notify Rainier Industries Ltd. @ 1-800-869-7162.

◆ **Very Important**

Failure to promptly report any and all freight damage to the carrier will transfer the responsibility for the damage to YOU, the recipient. This includes any costs associated with repairs or replacement(s).

Please keep Rainier Industries Ltd. informed of any freight or shipping problems and the need for any support or replacement products.