

ATLANTIC SCREEN & MANUFACTURING, INC.

SHIPPING CLAIMS AND DAMAGES

Atlantic Screen & Manufacturing, Inc. is willing to assist you in every way possible to collect claims for materials lost or damaged by freight carriers. However, this willingness on our part does not make us responsible for collection of the claim or replacement of the materials. The acceptance of a shipment from us by a transportation company is their acknowledgement that the products are in good condition, properly packaged and all items accounted for. **THE CARRIER WHO DELIVERS MERCHANDISE TO YOUR DOOR IS RESPONSIBLE FOR LOSS OR DAMAGE TO ANY OF THESE MATERIALS.** For your protection Atlantic has the following suggestions:

Count the total number of boxes, packages, pallets, etc. and compare this to the bill of lading, confirm that you have received all items related to this shipment. If the quantities do not agree, have the delivery person note the discrepancy on the bill of lading and sign it. If the missing packages are not received in a few days, you must file a freight claim for the shorted materials.

Visually inspect all merchandise for damage; this includes any torn or crushed boxes, broken banding or stretch wrap, and the items that have been separated from their original shipment packaging. If there is any damaged have the delivery person note the nature and extent of the damage on the bill of lading. Notify the transportation company's office immediately. Have them inspect the merchandise. File a claim for damage. If packaging is in good condition, then we suggest you sign the bill of lading, **"Okay pending further inspection"**.

If damage is noticed when the merchandise is unpacked, notify the transportation company's office immediately and ask to have it inspected. DO NOT destroy or discard any packages or packaging until the claim is settled. DO NOT return the merchandise to Atlantic. Notify us of the problem and re-order as required. We are not responsible for shipping damages and therefore must process and invoice replacement orders as a new order. The customer is responsible for all invoices from Atlantic, regardless of freight carrier claims, etc. To prevent credit problems, please notify Atlantic with a written memo as to why you are holding an invoice payment.

If a UPS shipment is not received, Atlantic can place a tracer on these items and if lost, can file a claim. If this happens, please contact our sales office and advise them of the loss. A tracer will be placed to determine where the shipment is. If a shipment is received damaged, you will need to follow the above recommendations.

Any items that were shipped incorrectly by Atlantic can be returned with proper authorization. Obtain a Returned Goods Authorization(RGA) number from the Atlantic sales office. This RGA MUST APPEAR ON ALL PACKAGES. Packages returned without it will be refused. This avoids lost credits or misplaced returns due to lack of information. Atlantic will assist customers with freight claims in any way we can. Following the above recommendations should alleviate any problems you might have along the way. If you have recommendations that might reduce claims, please contact our sales office at:

**142 Broadkill Road
Milton, DE 19968
(302)684-3197**