



Climatic Comfort Products

Damaged Freight and Shortage Policy

Damaged Freight Policy and Missing Items.

Our goal is to provide equipment, parts and supplies that are free from freight damage. In the event, however, you do receive damaged freight, please ensure your employees follow the correct procedures to assure quick handling of your claim. These procedures are necessary as our motor carriers (LTL freight, UPS, etc.) and the factory have strict guidelines that must be followed before they will participate in a claim. There are two types of damage:

1 - Visible damage

If there is ***visible damage***, the bill of lading or pick ticket must be noted with model and serial number and a brief description of damage. Make sure the driver signs and initials the shipping document after damage is noted. If the visible damage is on an LTL carrier, they should issue an exception number. Contact your local Climatic branch immediately upon receipt for further instructions, disposition or replacement, and assistance in filing a claim. ***The shipment should be kept in the exact condition received with all packaging and manuals intact.*** **NOTE:** A signed bill of lading or pick ticket is stating the shipment was free and clear of any ***visible damage***. Failure to note damage on a freight bill or pick ticket as well as keeping the shipment in the 'as received' condition could result in denial of any damaged freight claims.

2 - Concealed damage

In the event the shipment is intact with no visible damage and damage could only be determined once the shipment was unpacked, then it is ***concealed damage***. Call your local Climatic branch immediately upon discovery of the damage. ***Any returns due to concealed damage will require the shipment to be returned in the exact condition as received.*** We need all packaging and manuals returned before we can issue credit. Equipment should be returned in packaging to prevent any additional damage in handling. Please do not write on the boxes or equipment and simply tag the return with paper or copy of original shipping documents. Do not attempt to repair or install any damaged equipment unless you have decided to keep.

Shortages

It is your responsibility as the receiving party to inspect all shipments prior to signing for the shipment. It is also stating you received all the pieces. Any shortages will need to be noted at this time prior to accepting delivery. We apologize for any inconvenience due to damage or shortage. Our intent is to be sure all procedures are followed to ensure you the quickest resolution to this unfortunate situation. We

greatly appreciate your business and we at Climatic will continue to strive to become your best equipment provider.