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StoreFix.com

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P.O. Box 270194, Austin, Texas 78727 - 877.570.1999 telephone - 877.570.2001 fax

WHAT TO DO IN THE EVENT OF FREIGHT DAMAGE.

In the event your slatwall is damaged by the trucking company,
1. **DO NOT REFUSE YOUR SHIPMENT. ACCEPT IT IN EVEN IF THE DAMAGE APPEARS EXTENSIVE. IF YOU REFUSE YOUR SHIPMENT, YOU DELAY BY SEVERAL DAYS US GETTING YOU A FREE REPLACEMENT AND YOU CREATE A WHOLE NEW SET OF PROBLEMS.**

2. If it appears that there might be damage, accept and **IMMEDIATELY INSPECT THE SHIPMENT while the trucker is there.** Many times damage may appear worse than it actually is. **Write on the freight bill (BILL OF LADING) that the shipment is damaged and the quantity damaged, have the trucker sign the bill of lading as to the damage.** Fax a copy of the marked bill of lading to 877.570.2001. Call StoreFix.com at 877.570.1999 and notify StoreFix.com of any freight damage immediately so we may resolve for you. Upon receipt of your notated freight bill, we will order replacement panels for you. **NO FREIGHT CLAIMS CAN BE MADE WITHOUT YOU NOTATING THE DAMAGE ON THE BILL OF LADING.**

Note: Your slatwall may still be usable even with minor damage if the damage is localized to a corner or a small - area. If you must trim a piece, use the slightly damaged piece for cuts.

YOU MUST NOTIFY STOREFIX.COM IMMEDIATELY IF THERE IS FREIGHT DAMAGE. YOU MUST FAX US A COPY OF THE BILL OF LADING WITH THE NOTATION THAT THERE IS FREIGHT DAMAGE. WE CAN NOT ACCEPT ANY CLAIMS FOR DAMAGED MATERIAL WITHOUT THE NOTATED BILL OF LADING.

Once you take in the damaged freight, we will order free replacements for you. As soon as we file the freight claim, we can get the trucker's approval for you to field destroy the damaged panels. Even though they may be damaged, they may still be usable in a warehouse or a garage.

Again, It will save YOU time and aggravation if you accept in the shipment.
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