

Calyx by Claridge takes great care to ensure each shipment arrives in pristine condition. However, on occasion there is damage. In the event there is a damage that occurs during shipment, in order to protect our customers and Calyx Products from freight loss and damage, we ask that you thoroughly review our freight policy and comply with our procedures.

We will do everything possible to eliminate any additional expenses incurred to our Customer. Failure to follow the outlined procedures may result in our Customer taking responsibility for the freight claim and any associated costs to replace/ repair damaged material.

### **Steps To Take At The Time Of Delivery:**

- We strongly advise our Customers to open and inspect all material at the time of delivery. If you chose not to inspect every item at the time of delivery, please visually inspect the outside packaging of the material and note the Delivery Receipt as: "No Visible Damage". Do not sign for material without inspecting. Do not sign the Delivery Receipt "Pending Inspection" or "Subject to Inspection" as this is the same as a clear Delivery Receipt.
- Verify count of cartons against that on the Packing List.
- If you have missing items and/or visible damage, note as such on the delivery receipt.
- The Delivery receipt must be signed by both the Driver and the Consignee.

### **After Damages are discovered:**

- As soon as damage is discovered, take photos immediately.
- If the Driver has already left, contact the carrier to Report Damage and Request Inspection. Failure to report damages after 5 days of delivery may result in the carrier denying the claim.
- All damaged material and all inner and outer packaging must be retained at the point where material was received. **DO NOT THROW AWAY DAMAGED MATERIAL.**

### **When Carrier comes out for Inspection:**

- Have damaged material and all packaging ready in receiving area for Inspector.
- After inspector fills out Inspection Report, carefully read it. If you do not agree with inspection report, do not sign it. Be sure to retain all documentation provided to you, it will be needed when filing the claim.

### **After Inspection:**

- Continue to retain damaged merchandise. Even though inspection has been completed, damaged items cannot be used or disposed of without written permission from the carrier.
- Do not return damaged items to the shipper. Return of such items should not be made without preauthorization of Calyx Products.