

Freight Shipping Terms

Customers needing a lift gate truck at destination must notify us at time of purchase. Second delivery attempts will incur additional fees.

What type of freight truck delivery service do you need?



- **Dock-to-Dock** is the least expensive and refers to your receiving area having a "dock high" area, where the truck backs up, unloads directly from the trailer straight across to your dock. You or your designated shipping staff will then take the product to the end user.

If you do not have a dock, you may need to order a truck with



- **Lift Gate Service**. This is a truck with the "elevator" tail gate that brings your product from the back of the truck to the ground. Once it is on the ground it is your responsibility to bring it into your building. This type of truck typically adds additional charges to the shipping bill, depending on which carrier we use in your area. If you don't have a dock area, but you do have a forklift or are willing to unload the product yourself, you can avoid the lift gate fee.
- **Inside Delivery** means the driver will bring your product into the front door of your building. Driver may place product where you want it, on the first floor, but it is at his discretion. He will not unwrap, uncrate or haul away wrapping materials. This service can add an additional charges TBD. Freight companies may not make inside delivery into buildings with special flooring such as marble or plush carpeting without special provisions. Should you have questions, please contact our office at 1-888-891-1970.

Products can be delivered to multi-story levels by freight elevator only and will have additional charges TBD. Your product will not be unwrapped, uncrated and packaging materials removed. Driver may or may not, at his discretion, deliver your product to its final location. Delivery up or down stairs is at the discretion of the freight company in your area. These types of deliveries usually require 2 drivers and can add additional fees TBD. Please notify your sales rep should you require this service.

- **White Glove Installation Service.** If you are short handed or do not have a receiving staff, you may want to have an independent contractor receive your product at his location. He will inspect it for damage, call you for delivery time, deliver, and place the product exactly where you want it. He will dispose of all packing materials. The cost for this service varies greatly, depending on how many items are being delivered, your delivery conditions, such as stairs, no elevator, etc. Typically adds additional charges to cost of delivery.
- **Residential Deliveries.** Residential deliveries that come by truck (non-UPS or Fed-Ex) require a lift gate. Most transportation companies charge an additional fee for residential deliveries in addition to the lift gate truck charge. These fees also apply to churches, schools, hospitals and universities, private residences, apartments, camps, and other such locations not generally recognized as commercial business locations.
- **Notify Before Delivery.** Carrier will contact you prior to delivery to advise delivery time frame and date.
- **COD Fee** - Carrier, at the request of the consignor, will collect a COD amount from the consignee and an additional fee will be applied.
- Unless otherwise arranged, we ship FOB Origin, prepay freight and add. This means we pay the freight charges and add them to your invoice. You own the merchandise while it is in transit. If there are any damage claims, you as the buyer, file against the trucking company and will receive compensation directly from them. We do this because we are not there personally to inspect/accept the shipment when it arrives. We do not know your dock, receiving conditions or staffing.

Your responsibility when receiving freight

Thank you for ordering from American Filing Solutions. For our experienced shippers/receivers, this information will serve as a reminder. For our customers who don't ship or receive on a regular basis, we ask you to read the instructions below.

Please give a copy of these receiving instructions to anyone in your organization that will be signing for this shipment.

The vast majority of shipments are on time and undamaged. However, shipping damage does occur. It is **critical** that you read, understand and follow these procedures before signing any shipping papers.

Responsibility:

American Filing Solutions. It is our responsibility to ship your product in packaging that meets or exceeds industry standard shipping requirements. All merchandise leaving our manufacturer docks is packaged appropriately for the shipping method being used. We shipped your product FOB origin, freight prepay and add unless other arrangements were made with your salesperson when the order was placed.

Transportation Company. It is the transport company's responsibility to pick up your shipment from our docks and deliver to you according to their prescribed internal and published guidelines. It is their responsibility to handle your package carefully so that no damage is done to your product using their shipping/handling methods.

Client Company. It is your responsibility to inspect your package or shipment carefully before you sign ANYTHING. Your signature is part of the shipping company's legal documentation that your package was delivered and there were no damages to your merchandise while it was in their care.

Once a package has been signed for, the product is considered delivered by both the transportation company and American Filing Solutions. See instructions below if there appears to be damage to the product or wrapping. If there are any damage claims, you as the buyer, file against the trucking company and will receive compensation directly from them. We do this because we are not there personally to inspect/accept the shipment when it arrives. We do not know your dock, receiving conditions or staffing

Delivery Schedule. American Filing Solutions has no ability to control the transit company's delivery schedule once it leaves our manufacturer's docks. A late delivery is not grounds for refusing a shipment unless American Filing Solutions is notified in advance so that we may advise your best delivery options.

If you have merchandise being delivered to an unmanned site and you are meeting the transit company there, call the transit company as early as possible to find out your numbered stop and to give them your cell phone number. You may wish to follow-up several times during the morning in order to get a more accurate time of arrival. If the transit company misses the scheduled delivery, please contact their dispatch to reschedule. The dispatcher only wants to talk to the company receiving the shipment and does not allow third parties (us) to make commitments on behalf of the consignee (you).

American Filing Solutions is not responsible for delivery delays due to local weather, traffic conditions, drivers running late, etc.

Damages:

There are 3 common scenarios with damages:

1. **The product is obviously damaged, bent, scratched. You can see it immediately and the product is not useful for your purposes.**
 - a. ***Before the driver leaves:*** You should refuse to accept this delivery and the driver will take it back with him. Sign the bill of lading as damaged – refuse to accept delivery. You must take photographs of the damage and email them to us so we can talk to the shipping carrier intelligently about the problem.
2. **The box or wrapping appears to be torn, punctured, etc., but it's not possible to tell if the product is damaged.**
 - a. ***Before the driver leaves:*** You should take the time to completely unwrap the package or at least enough to tell if there is damage you don't want to accept. If you accept the shipment, sign the bill of lading as torn packaging, subject to concealed damage claim. If you need to refuse the product after more thorough inspection, you will file the freight claim.
3. **Concealed damage.** The box looks fine. No packaging or wrappings look disturbed. However, when opened, there is a dent or puncture. You do not want to accept the product.
 - a. You will file a freight claim as below.

Before the driver leaves. If you note damage to the product or wrapping, either refuse the shipment or sign the bill of lading as "noted with damaged wrapping" or "noted with damaged product". Not all products that have damaged wrapping are actually damaged once unwrapped and inspected. Or it may have a minor scratch that you can accept and don't care about. However, if you don't note it on the bill of lading, the shipping company may not honor a damage claim after you have had time to do a closer inspection.

Drivers have schedules to meet and are not happy about delivering a product that is obviously damaged in transit, but they are responsible for delivering your shipment correctly. **Don't let a hurried or irritated driver intimidate you into signing a bill of lading as good, when you see the product or wrapping is damaged.**

All noted damages to freight must be reported to the trucking company within 10 calendar days. So if you see the package has damaged packing, and you have notated it on the bill of lading, you have 10 calendar days to unwrap, inspect and report back to the freight company that you don't want the product after closer inspection. You file all freight claims.

Signing a transportation company's delivery receipt, with no notice of damage, declares that you have received the merchandise in good shape. It is a legal document. If you are unsure or not comfortable dealing with the truck driver, please call Rudy Blasich at American Filing Solutions (888-891-1970) immediately while the driver is still there. He can help instruct you and talk with the driver. **Please take pictures of the damage, document the time of delivery, driver's name, the nature of the problem and the driver's response.**

Concealed Damage. Some packing materials are flexible and a product could be dented without obvious damage to the wrapping. If that is the case, you have 48 hours to file a concealed damage claim with the carrier. **Take photographs of the product, showing the damage and keep all wrapping materials intact where it can be inspected by the freight company. Do not throw anything away.** Contact Rudy Blasich at rudybsr@verizon.net if you need help or instructions for filing a freight claim.

American Filing Solutions
www.filingtoday.com
1-888-891-1970