

# ALLIED WINDOW, INC.

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## Shipping Information

To: Our Valued Customer  
From: Allied Window, Inc.  
RE: Filing of Freight Claims for Damaged or Lost Material

Dear Customer:

Allied Window, Inc. ships its products F.O.B. origin, -freight prepaid. This means that once the carrier accepts the freight after their inspection at our facility, the ownership and risk of loss or damage passes from Allied Window, Inc. to our customer. In light of the above, it is the duty of the customer to seek relief from the carrier, in the instance of lost or damaged material, in the form of a freight claim.

### VISIBLE DAMAGE

If a shipment arrives and there is a visible damage to the crate, the customer should note the extent of the damage on the delivery receipt and have the driver acknowledge the problem with his/her signature, first and last name. If possible, photos should be taken to substantiate the claim you may eventually be filing. (Photos should be taken before the crates are removed from the delivery vehicle.) Unload the crate(s), unless the windows are determined to be totally useless. The crates should not be tampered with until a claims adjuster can be summoned to your facility for a visual inspection of the contents.

### CONCEALED DAMAGE

All crates should be checked and the contents inspected within (7) days of receipt. If while during the inspection you determine that there is concealed damage....

1. Stop the unpacking process...having all material thus far removed.
2. Call the freight company for an inspector to come in and review the damage
3. Review the inspector's report of findings, making sure all information is valid.

### FILING A CLAIM

- A. Claims should be filed promptly, with the Freight Company.
- B. Claims should be filed using standard freight claim form, available from your common carrier, or office supply outlet. If this is a problem, a letter explaining all detail will suffice.
- C. Support documents accompanying your claim should be as follows:
  1. Copy of bill of lading, with freight company's signature
  2. Delivery receipt with signature of driver, if visible damage.
  3. Copy of invoice
  4. Inspection Report (if available)
  5. Demand of payment

*January 2003*

# **IMPORTANT**

**This merchandise has been thoroughly inspected and carefully packed before leaving our plant. The carrier assumed responsibility for its safe delivery at the time of shipment. Claims for loss or damage to the contents, should therefore, be made upon the carrier, as follows:**

## **CONCEALED LOSS OR DAMAGE**

**Concealed loss or damage means loss or damage, which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling even though the carton may not show external damage. When the inspection by the carrier's agent within fifteen days of the delivery date. Then file a claim with the carrier since such damage is the carrier's responsibility. By following these instructions carefully, we guarantee our full support of your claims to protect you against loss from concealed damage.**

## **VISIBLE LOSS OR DAMAGE**

**Any external evidence of loss or damage must be noted on the freight bill or express receipt, and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier.**

**DO NOT RETURN DAMAGED  
MERCHANDISE TO US.  
FILE YOUR CLAIM AS ABOVE**