



# BROCKWELL INCORPORATED

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## SHIPPING POLICIES

### SHIPPING / DELIVERY INFORMATION

For orders shipping Common Carrier, you are required to unload all products. This includes having the appropriate off-loading manpower or machinery. Depending on the size of your order, you may need a fork lift or other machinery to off-load your products. **The driver is only required to move your freight to the back of the truck.** If you are unable to accept the delivery, you remain liable for any storage fees, re-shipment fees, or any other fees incurred in correlation with your order. You will be charged directly from the freight company.

Upon delivery, please inspect the goods – thoroughly – to make sure there is no damage to your products before signing the bill of lading. If you do notice damage, please note it on the bill of lading and contact a Brockwell Incorporated representative immediately at 980-282-8383. Any and all concealed damage must be noted on the bill of lading and then reported to Brockwell within 48 hours of delivery.

### COMMERCIAL DELIVERY

The freight company will notify you about delivery upon request. This is typically a \$25 fee. Once your order has shipped, we will notify you with the tracking information as well as the carrier's contact information.

### RESIDENTIAL DELIVERY

Once your order has shipped, the freight carrier should contact you via phone about arranging/scheduling your delivery. This only applies to LTL shipments. Shipments via Standard Ground may allow for boxes to be left at a covered entry point. Occasionally, separate shipments are necessary when ordering multiple types of our product lines.

### C.O.D. (Cash On Delivery)

If Brockwell has not received the balance of your order within a reasonable time of when your order is ready to ship, we reserve the right to ship your products C.O.D. In this case, you will lose any freight discounts that were initially applied. We require a certified check of the balance at the time of delivery. For C.O.D. shipments, the freight carrier may charge an additional fee, and you agree to pay this directly to the freight carrier.

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## PROCESSING / HANDLING TIMES

This is the amount of time it takes us to prepare your order for shipment, which includes production time. **Order processing**, which refers to submitting your order to our production team, typically **takes (1) business day** – and sometimes sooner – dependent upon the time of day you place your order.

Brockwell Incorporated reserves the right to cancel your order at any time. If for some reason we must cancel your order, you will be notified, and if we initiate the cancellation – you will not be charged any fees.

## LEAD TIMES

Brockwell Incorporated makes every effort to ship your order in the estimated lead times provided. In the event that your estimated lead time is not met due to damage or manufacturing times, Brockwell is not liable for any damage or loss of revenue or profits in conjunction with the order.

Brockwell Incorporated reserves the right to cancel your order at any time. If for some reason we must cancel your order, you will be notified, and if we initiate the cancellation – you will not be charged any fees.

Please review the following Shipping & Delivery Guidelines:

## SCHEDULES FOR RECEIVING PRODUCTS

Typical receiving schedules refer to 8:00am – 5:00pm, or “Normal Business Hours.” These delivery hours may vary depending on a variety of factors, such as Freight Company, Location, & Community. If you refuse your freight during these hours, an additional charge from the freight carrier may be incurred.

## RECEIPT & ACCEPTANCE OF PRODUCTS

**Standard Shipping Method** – We utilize common Ground Carriers, such as FedEx Ground & UPS Ground for our Standard Shipping method.

**Expedited Shipping Method** – Please contact a Brockwell Sales Consultant about possible expedited shipping options. Keep in mind that this method only refers to “Time in Transit” and not “Processing & Production Time.” Many of our products are **not** “Stock” and are “Made to Order.”

**LTL (Oversized Shipping Method)** – Some orders consist of large products that cannot be shipped via FedEx or UPS Ground and must be shipped via a Common Carrier. When your products do ship on a common truck, please follow these guidelines, below:





### **While the Driver is Present**

1. Review the driver's delivery receipt and/or Bill of Lading (BOL).
  - a. Are the products yours?
  - b. Is all the pertinent documentation present? (i.e. Job Name, P.O. #'s, delivery terms, correct number of products, etc.)
2. Inspect/Count Your Freight.

Make sure that all your packages are present with the exact number of products you ordered. You should immediately dry-fit all component products.

### **DO NOT INSTALL INCORRECT PRODUCTS.**

\* If you have received products that do not fit each other, please contact a Brockwell sales consultant before beginning the installation process.

Brockwell Incorporated will not be responsible for any losses related to jobsite necessities.

3. Check for Any Damage.

It is paramount that you review each package to make sure there was no damage during transit, as well as that the package(s) you receive contain the correct products. Please open and inspect the package(s) thoroughly – **before signing the BOL** – to ensure that there has been no damage to your product(s). All damages or incorrect products **must be noted on the BOL in the driver's presence.**
4. Signing the BOL/Receipt.

When you sign the BOL, not noting any damage or receipt of incorrect products, you are agreeing that you have, in fact, received your correct product(s) in perfect condition. In the event of concealed damage, the customer is responsible.

### **GROUND SHIPMENTS**

For products that are shipped via Standard Ground from a 3<sup>rd</sup> party shipper, such as FedEx or UPS, the customer is responsible for ensuring that all packages/boxes are accounted for upon delivery. In some instances, a delivery signature is not required, and the boxes may be left at an entrance point of your home or building. Upon receipt of tracking information, it is the customer's responsibility to follow and plan accordingly for accepting the shipment.

Brockwell Incorporated will not be held liable for any interruption arising from situations beyond our control. These may include, but are not limited to: incorrect shipping information provided by the customer, the inability to obtain a consignee signature, theft, missing packages, and any situation that we deem to be out of our control.





### **MULTIPLE SHIPMENTS**

Depending on the products that you purchased, your order may ship in multiple shipments – whether via Standard Ground or 3<sup>rd</sup> party LTL. Upon delivery, it is imperative that you examine the boxes, packages, crating, etc. to ensure that you have received everything correctly. If you are unsure as to whether your order will have multiple shipments, please get in touch with a Brockwell associate, and we will be happy to answer your questions.

It is the customer's responsibility to properly schedule and prepare for acceptance of packages by following the tracking information, whether a signature is required or whether no signature is required. Brockwell Incorporated will not be held liable for the inability to locate missing packages if the shipper has confirmed that they have successfully delivered them to the correct address.

### **MISSING PRODUCT(S)**

If you do not receive the same number of boxes that are noted on the freight bill, please note the number of missing boxes on the freight bill. Please then contact a Brockwell consultant so that we can quickly send out the missing items to you. You must note that there are missing boxes on the freight bill, or the freight company will not be held liable for any replacement costs.

Brockwell Incorporated is not liable for any lost freight / boxes during shipment.

For missing packages / boxes that are shipped via Standard Ground and are confirmed as delivered and left at an entry point, the customer must notify Brockwell Incorporated within **(7) days** of the delivery date, and the customer should initiate contact with the third party carrier.

### **FREIGHT CLAIMS & DAMAGE DURING SHIPPING**

If there is damage during shipping, we will initiate freight damage claims on your behalf if you have followed the following guidelines:

- Have you inspected your package within (7) days of receipt and contacted a Brockwell Incorporated representative within this timeframe that is relative to the damage?
- At the time of delivery, did you note on the BOL "Possible Concealed Damage" – before signing the BOL?
- Did you retain all the damaged packaging and damaged material until the inspection is concluded by the carrier?





### **VISIBLE DAMAGE**

For visible damage, refuse the portion of the shipment that is damaged and write this on the bill of lading:

*"Damaged goods in shipment - Return to Sender."*

Note the number of damaged boxes or products, then please notify a Brockwell consultant.

Brockwell Incorporated is not liable for any damaged freight during shipment. Once the bill of lading is signed that there is no damage, this means that you have accepted the merchandise and Brockwell will not be able to file a claim against the freight carrier.

### **CONCEALED DAMAGE**

Please immediately contact the freight carrier and ask them to send out an Inspector to inspect the damage. You may file a claim to either replace or repair the damaged products.

**INITIALLY, DO NOT DISPOSE OF ANY DAMAGED PRODUCTS OR PACKING MATERIALS.**

You will have (15) days to file a claim, and the sooner you file a claim - the smoother the process will be.

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If you have any questions or inquiries, please contact a Brockwell representative before you place your order, and we would be happy to discuss any and all questions you may have.

980-282-8383

[sales@columnsdirect.com](mailto:sales@columnsdirect.com)

Thank you for working with Brockwell Incorporated. We appreciate the opportunity to help contribute to the success of your project.

**BROCKWELL. SHOP WELL.**

