

BROCKWELL INCORPORATED



COLUMNSDIRECT. COM

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SHIPPING POLICIES

Please read each section carefully. We will not be responsible if you fail to follow these items.

C.O.D. SHIPMENTS (if applicable)

- The freight line charges a C.O.D. collection fee of 4-6% of the total balance due with a minimum fee of \$35.00.
- Please immediately remit *your* balance to 4728 Scarborough Place, Stone Mountain, GA 30087 in order to retain your significant freight discount and to avoid the C.O.D. fee
- Should you choose to ship your order C.O.D., a certified check is **required** for all C.O.D. balances.
- On any stock order large enough for Brockwell to pay the freight, C.O.D's are not allowed.

GROUND SHIPMENTS

For products that are shipped via Standard Ground from a 3rd 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, damage during transit, and any situation that we deem to be out of our control.

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MULTIPLE SHIPMENTS

Depending on the products that you purchased, your order may ship in multiple shipments – whether via Standard Ground or 3rd 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.

FREIGHT INFORMATION

For orders shipping Common Carrier:

- <u>You are responsible for unloading all products</u>. This includes having the appropriate off-loading manpower or machinery. Depending on the size of your order, you may need a fork lift, crane, 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 need further help, please ask us about inside delivery.
- 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.
- For **COMMERCIAL DELIVERY:** The freight lines will only notify you upon request, typically a \$25 charge. We will notify you of your tracking information and provide you with the carrier's contact information after your order has shipped.
- For <u>RESIDENTIAL DELIVERY:</u> Once your order has shipped, the freight carrier should contact you via phone about arranging/scheduling your delivery. This only applies to LTL shipments. We recommend that you reach out to the carrier first. Shipments via Standard Ground may allow for boxes to be left at a covered entry point.

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.

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PRODUCT ARRIVAL

Upon delivery, **ALL** products <u>must</u> be opened and inspected. Do not sign the Bill of Lading until you have done this. When your products 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**.

BROCKWELL CANNOT BE RESPONSIBLE FOR ANY LOSS OR DAMAGE IN TRANSIT.

4. Signing the BOL/Receipt

When you sign the BOL, not noting any damage or receipt of incorrect products, this means that you are agreeing that you have, in fact, received the correct product(s) in perfect condition – you have accepted the merchandise, and Brockwell cannot file a claim against the carrier.

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VISIBLE DAMAGE

Brockwell Incorporated cannot be responsible for loss or damage in transit. 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, crates, and/or products, then please notify a Brockwell consultant immediately.

CONCEALED DAMAGE

In the event of concealed damage, the customer is responsible. 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 product(s). The freight line will inform you of the necessary procedure for filing a claim.

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.

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.

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STORAGE OF PRODUCT(S)

Please Note: Columns, balustrades & railings should not be stored in a vertical position. We **do not** recommend storing any of our products outside. When storing products inside, they should not be stored for long periods of time. Instead, please reach out to one of our associates, and we can adjust your shipping date.

RETURNED PRODUCT(S)

- In the unlikely event that you feel it necessary to return a product to Brockwell, it is important for you to get in touch with your sales associate immediately in order to receive the proper shipping instructions and to avoid additional shipping charges.
- Custom or altered products may not be returned. Many of our products are Made to Order and Non-Returnable and Non-Refundable. For products that are returnable, we have a 25% +/restocking/cancellation fee.
- Once the freight bill is signed with no noted damage, you have accepted the merchandise, and Brockwell cannot file a claim against the carrier. Brockwell will not be held liable for any loss or damage that occurs during transit.

FREIGHT CLAIMS

You are responsible for filing a freight/shipping claim with the carrier directly.

→ If the Bill of Lading is signed with no noted damage or missing items and you later file a claim, you will receive the following letter from the freight carrier:

We have completed our investigation of your claim. Unfortunately, we must respectfully decline payment of your claim.

Our records indicate your shipment was delivered to the consignee without any notations of loss or damage on the delivery receipt. It is the obligation of the consignee to count and examine the condition of the shipper's containers at the time of delivery. When the carrier is given a clear delivery receipt without any notation of loss or damage, it is the responsibility of the claimant to provide evidence that the loss or damage occurred during transit. After examining the evidence presented, we were unable to establish any liability on our part.

We regret any inconvenience this incident may have caused. Please contact us if we may be of further assistance.

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

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

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