



BROCKWELL INCORPORATED

www.COLUMNSDIRECT.com



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SHIPPING POLICIES

SHIPPING 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. 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.

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

Many of our products are shipped via UPS & FedEx ground. Some projects consist of large products that cannot be shipped UPS or FedEx 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.)

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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 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.

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?

NOTE: The driver is only required to move your freight to the back of the truck. You are responsible for unloading all freight. This includes having all the necessary equipment (such as a fork lift) and manpower to off-load your products.





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. Occasionally, separate shipments are necessary when ordering multiple types of our product lines.

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 during shipment.

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.

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

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





C.O.D.

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.

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.

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

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

BROCKWELL. SHOP WELL.

