# Damaged Freight

2/14/12

In the unfortunate event that your customer receives a shipment damaged, below are the steps that need to be taken in order to ensure a return to the factory for credit.

- Inspect every piece of the shipment before the trucker leaves, this is crucial. We have large stickers on every carton to alert the receiver of this equipment on what to do before accepting. See stickers on next page.

## REFUSED DAMAGED

If the shipment arrives and there is visible damage, REFUSE the shipment and sign the delivery receipt-REFUSED DAMAGED.

- After it has been refused call Blodgett and we will go through the process with the dealer of getting a replacement oven out to them.

- All equipment leaving Blodgett is FOB-Origin, meaning the dealer owns the freight once it leaves our dock in VT. This is the same for other pieces of equipment that leave from factories other than VT. It is the dealer's responsibility to do the freight claim. This is regardless of the freight terms, free, prepaid & added to the invoice, 3rd party billed, whatever the terms, the ownership of the goods occurs at the time the freight leaves our dock.

- Blodgett will however assist in a freight claim if the freight was sent with Blodgett's house carrier (not 3rd party billed Dealer carrier)

## CONCEALED DAMAGE

If the shipment is delivered and signed for free of damage and damage has been discovered after fully unpacking the ovens, call the CARRIER, not Blodgett. Time is of the essence.

- The damage must be reported to the carrier within24 hours of delivery. DO NOT dispose of the packaging; this will cause an automatic freight claim denial. Also DO NOT move the equipment, if it has been moved to another warehouse or to the end user this is also another automatic freight claim denial.

- After the carrier has been called they will typically schedule an inspection, depending on the extent of damage. They may also require a service agency to look at the equipment to estimate a value of damage. In this case it is the dealers responsibility to get the local ASAP in the area to access the damage. The dealer is

responsible to pay the ASAP for this visit, NOT the carrier, please make this clear to your dealer. This service bill would then be submitted as part of the claim.

- After the inspection is done it will then be determined by Blodgett and the dealer if the unit should be returned to the factory and a replacement sent out or if we can repair in the field.

- If returned, a claim will need to be filed.