

Return & Freight Claims Policy

Please note: We do not sell to the retail public. Authorized dealers only

Freight Receiving Procedure & Damage Policy:

Under the terms of our purchases, most equipment is shipped F.O.B. from the Tri-State Distributors Warehouse. TSD Shipments F.O.B. TSD assumes no responsibility and makes no allowances for delays, losses or damages from any causes after goods have been delivered by transportation companies.

As the receiving agent for TSD, your signature on a warehouse receipt or delivering carrier's freight Bill Of Lading (BOL) constitutes acceptance of the merchandise "as is" and in good order. **If you do not inspect before signing you are, for all practical purposes, waiving "our" right to collect on a damage claim even if the damage is "concealed". Remember, once you sign, the merchandise and the responsibility is yours!**

Immediately check for possible damage that may have occurred during shipment. The National Claims Council Regulations specify that you must:

Inspect, examine and inventory your delivery as it's unloaded.

- Any and all shortages and damages must be written on the Bill of Lading or Freight Bill. Should you determine on the bill that any items are damaged or missing, you **MUST** note the item, the discrepancy, and the condition of Landing or Freight Bill before you sign it!
- You should open cartons and/or containers. If there is the slightest doubt that the merchandise is damaged (concealed or not) it must be noted on the Bill of Lading or Freight Bill or the liability to prove damage was done by the delivering carrier is your responsibility.
- Do not be intimidated by the driver. They cannot leave until the Bill of Lading or Freight Bill is signed (regardless of how much in a hurry they are or how late they are).

Discovered Damage - If the box, crate, or merchandise is visibly damaged, refuse the delivery and request a Return Authorization number so the merchandise can be shipped back to its origin at no charge.

Concealed Damage - In the event of concealed damage, you **MUST** immediately document and photograph the packaging and the damage. You must keep the packaging. Do not move the item. Call the TSD Inside Sales department at 800-476-6164 to begin a concealed damage claim and ask for an inspection. The inspector will determine if the damage was possibly carrier caused. Remember you signed the document saying everything was OK.

A report must be filed with Tri-State within **2 days** of receiving your delivery. Reporting concealed damage will not guarantee a credit. The sooner the concealed damage is discovered, the better.

Items shipped by UPS are not covered by this policy. UPS damages should be reported immediately to the TSD Inside Sales Department by calling 1-800-476-6164. UPS damages will be handled between UPS and TSD.

MERCHANDISE RETURN — No merchandise is to be returned to our warehouse without prior approval. Authorized returns must be prepaid, and will be subject to a 15% restocking charge. All requests to return merchandise must be made within 30 days of purchase and have a copy of the original invoice. No returns are accepted on furnace or air conditioner parts.