

**Carolina Furniture Works, Inc. – Sumter, SC**  
**(Tel: 803-775-6381) (Fax: 803-775-0251)**

**LTL RECEIVING INSTRUCTIONS**

(Revised 033017)

**1. FOB Factory Shipments**

A signed bill of lading by the pick-up carrier releases the shipper of all further obligations. It is the responsibility of the consignee (**receiver**) to file a damage claim with the carrier. **(Carolina Furniture Works, Inc. requests that Carriers report any freight discrepancy; shortage, damages, etc. within 24 hrs. of pick up from factory.)**

**2. Minimize Claim Problems (noted damage)**

- A. Never sign a bill of lading without checking the condition of the goods.
- B. Request driver to note on bill of lading or delivery receipt if there is the slightest damage noticed on the cartons when checked in. (**Note: Never accept damaged mirrors**)
- C. Make sure you account for all cartons as listed on the delivery receipt.
- D. It is further recommended when verifying delivery of goods, that each product is checked to have been tagged properly. **(Check for correct product number, and that the correct dealer's name is on the white tag placed on the box at the factory.) Further, verify shipment of correct pieces against the dealer's copy of the original purchase order.**

**3. Inspection within 15 Days by the Carrier (concealed damage)**

- A. This is considered a reasonable time period for inspection of damages.
- B. Requests for inspection beyond the 15-day period may leave the consignee with possible disallowance of claim. The carrier could assume damages did not occur in transit but after delivery.
- C. Delivering carrier is still liable, although the inspection was not called for within 15 days, but the consignee will have to show positive proof of carrier liability. The longer you wait before submitting a claim makes it more difficult to collect.
- D. For possible acceptance, you must file a claim within the legal limit of nine months.

**4. File Claim with Delivering Carrier (noted and concealed damage)**

- A. Secure and include loss and damage claim form, bill of lading, paid freight bill, original invoice or bond of indemnity.
- B. Always save the carton and wrappings when possible. Also, have pictures taken of damaged carton and freight. (a photo would give instant and positive proof.)
- C. Have documentation of witnesses present at the time you open the carton.

**5. Acceptance of Damaged Goods (Note: Dealers are responsible for Drop or Trans-shipment exceptions)** Consignee (or end user) accepts responsibility for damaged shipments unless authorization is obtained from the carrier to return damaged products for repair and reshipment. This assures the consignee (or end user) that goods have been accepted, or proper procedures will be taken by all parties concerned to justly and promptly close any claims. (**Note: It is recommended to never accept damaged mirrors!**)

- A. Remember - **Promptness** - **Full Facts** - and **Supporting Papers** are important in freight claims.

*Note: Factory Returns require proper authorization. (Please obtain return authorization before returning damaged or defective goods to the factory – End-users must make arrangements with a dealer or carrier for returns.)*