

## SHIPPING INFORMATION & FREIGHT CLAIMS

Your epoxy resin was accepted by the carrier in good condition and historically the material arrives at its destination in good condition. However, when epoxy resin is shipped F.O.B. factory, title passes from vendor to purchaser at point of origin of all shipments. **Our responsibility for this shipment has now ceased.** If damage occurs, you must file your own freight claim. The following procedures should be followed to protect your interest:

- 1) When the material arrives, an immediate visual inspection must be made by your representative. If there is any obvious damage to the container, it should be noted on the delivery receipt prior to signing off.
- 2) If time and jobsite conditions permit, crates should be dismantled and each piece of material inspected and accounted for prior to signing off delivery.
- 3) If the container is in good condition, the bill of lading should always be signed "Subject to concealed damage". This will facilitate freight claim filing, should it be necessary.
- 4) If a damaged piece is found, the delivering carrier must be contacted immediately. They will supply you with the necessary forms for filing a freight claim. The forms provided will have instructions.
- 5) Note the specific pieces damaged, and immediately contact Prime Industries, Inc. at (630) 725-9200.
- 6) To expedite replacement of damaged material, the following information will be required:
  - A) Prime's job number (five digits, found on acknowledgements and/or invoices)
  - B) Specific piece numbers involved.
- 7) We treat replacements as priority orders, and will ship them in approximately 10 working days.

Note: Each order is carefully checked for quality control, and parts required, per the enclosed packing list. In most cases, small accessory items are placed for shipment inside larger items. Please be sure to check these boxes before calling in shortages.

