

# CENTRAL TRAILER SUPPLY, INC.

## IMPORTANT NOTICE

### RETURN GOODS CANNOT BE RETURNED WITHOUT AUTHORITY

Call for a return goods authorization #. All shipments not having an RGA # will be refused. All shipments returned for credit when the error is not ours will be subject to a 15% restocking charge; and must be returned freight prepaid. Product must be returned in the original carton and packaging OR no credit will be issued.

### FOR YOUR PROTECTION

The CARRIER who delivers merchandise to your door is responsible for loss and damages. Acceptance of the shipment by the CARRIER is acknowledgment that the articles delivered to them were in good condition and properly packaged.

Here is how to handle damages and shortages:

### VISIBLE DAMAGE

Have carrier note on their paper work that shipment was damaged;

Indicate type of loss and damage.

Notify the carrier (truck line or UPS) to come inspect the merchandise.

If the carrier is UPS, they will inspect, notify Central Trailer Supply of the status and request Central Trailer Supply to file the claim.

If the carrier is a truck line, notify them to inspect. You will be required to file the claim. You may:

Make cash adjustment for full value.

Arrange to have repairs made.

Replace the merchandise.

### CONCEALED DAMAGE

1. If damage is noticed when merchandise is unpacked, notify CARRIER'S office immediately and ask to have inspected.
2. Do not destroy materials until shipment is inspected and claim settled.

### SHORTAGES

4. All shortages must be reported within 72 hours.
5. Check number of cartons delivered with the quantity shown on your receipt.
6. If quantities do not tally, have driver note shortage.

### IMPORTANT

All claims for loss or damage should be filed immediately with the CARRIER making delivery to your door. Then notify us. Should you need assistance with the claim we will be glad to help.

NOTE: Do not return damaged merchandise as CARRIER may pick it up after settling the claim.