

# Receiving Freight

*Considering the amount of glass that leaves our warehouse, damage is usually rare. However, it does happen from time to time, and you need to be diligent as you inspect and accept your goods.*

All goods leaving our warehouse are in top condition. We NEVER ship anything that has been damaged. If you find that there is damage as you receive the goods, the damage is the responsibility of the freight carrier. In order to have a good chance at getting your claim paid by the carrier, please follow these instructions.



## WHAT TO DO UPON ARRIVAL

- Inspect all units and crates for ANY kind of damage.
- Never sign the Bill of Lading (BOL) until you are confident that the goods are in good condition.
- We recommend taking the top off of some or all of the crates to have a look inside. Unpack a few sheets if you can so you can move the sheets around to check for breakage.
- The driver may pressure you to sign the BOL immediately so they can leave. Don't do that. When you sign the BOL, it means that goods were received in perfect condition, and you'll have very little chance of being reimbursed if there is damage.
- Write DAMAGED on the BOL. Make notes about specific damage or abnormalities that you see.

## WHAT TO LOOK FOR

- Banding: each unit is secured with metal straps (banding) and is then secured to a pallet or another crate. At least one of the metal bands will have a Bullseye Compatible sticker attached to the metal clasp and crimped onto the metal bander. Look for this. If it's not there, it means the carrier may have un-banded and re-banded to goods, which is a no-no, but is common practice. (See picture #1)
- For two crates banded together, look for MADE IN THE USA stamped on the outside of the Bullseye crates. One side of the crate says MADE IN THE USA and the other does not. We always arrange the crates so MADE IN THE USA is on the outside of each unit. If MADE IN THE USA

is NOT on the outside of the unit, your crate has been unbanded and reassembled. Note this on the BOL. (See picture #2)

- Footprints on the crates
- Any single crate will ALWAYS be banded to a pallet. If you get a single crate with no pallet, it has been unbanded. If there are boxes with your crate, they will be securely attached to the outside of the unit. (See picture #3)
- ANY damage to wood, paper coming out of the crate, the sound of broken glass from within, cracks in the wood, anything that does not look perfect.

## WHAT TO DO IF THERE IS DAMAGE

- You can refuse the shipment if obviously destroyed, on its side, or otherwise unacceptable.
- Write DAMAGED on the BOL along with detailed notes about the damage you see.
- Take pictures of any damage that you find.
- If there is exterior damage, open the crates to assess the goods.
- STOP unpacking the glass if you find damage and call the terminal immediately to make a report and request an inspection. Leave everything just as you found it until the inspection occurs.
- Call us at Bullseye and we'll assist if we can. While we can try to help with the claim, any damage is ultimately the responsibility of the carrier.