

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

- Take a photo of the unit as you received it, unloaded from the truck.
- Inspect all units and crates for ANY kind of damage.
- 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.
- Never sign the Bill of Lading (BOL) until you are confident that the goods are in good condition.
- 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.

WHAT TO LOOK FOR AND NOTE ON THE BOL

- Broken or missing banding: Each unit is secured with metal straps (banding) and is then secured to a pallet or another crate. If crates are not banded together, they might have been disassembled, which is a no-no, but occasionally happens, unfortunately.
- MADE IN THE USA: 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. (See picture #1)

- Missing Pallet: Any single crate will ALWAYS be banded to a pallet. If you get a single crate with no pallet, it has been disassembled. If there are boxes with your crate, they will be securely attached to the outside of the unit. (See picture #2)
- Shoe prints on the crates
- 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.
- If there is exterior damage, open the crates to assess the goods before signing and noting the damage on the BOL.
- STOP unpacking the glass if you find damage and leave everything just as you found it until it is determined if an inspection will occur.
- Write DAMAGED on the BOL along with detailed notes about the damage you see.
- Take pictures of any damage that you find to crates, packing material, or goods received.
- Email the following to your sales representative and sales@bullseyeglass.com immediately.
 1. Pictures of Shipment
 2. Picture of BOL with notes
 3. Picture and list of damaged goods or details about suspected damage