



**ALL PRODUCT MUST BE INSPECTED BY “CUSTOMER” UPON DELIVERY AND PRIOR TO SIGNING ANY BILL OF LADING/ DELIVERY RECEIPT.**

**Freight charges and claims are the full responsibility of the party paying the freight.**

1. “Collect” shipment; “consignee” is responsible for the freight charges or any claims that would need to be filed.
2. “Third Party Bill” shipment; “bill to” customer is responsible for freight charges and/or any claims that would need to be filed.
3. “Prepaid” or “Prepay/Add” shipment; we Louvers International, are responsible for the freight charges and/ or any claims that would need to be filed; however the receiving party must comply with “customer/consignee responsibility” for an incoming shipment.

**Louvers International Responsibility:**

1. Louvers International requires all carriers to do a full carton count on all shipments leaving our facility.
2. Driver must sign for carton and skid count; not skid only.

**Customer / Consignee Responsibility:**

1. Upon receiving shipment, visually inspect all cartons for damage and verify carton quantities and skid quantities.
2. If there are missing cartons, the customer must mark the bill of lading/ delivery receipt for the number of cartons short in the shipment, i.e. MISSING/SHORT XX CARTONS.
3. If there are damaged cartons, it must be noted on the bill of lading/ delivery receipt. i.e. DAMAGE TO XX CARTONS.

**Concealed Damage:**

1. If you find concealed damage, notify Louvers International immediately.
2. Hold the product in the original carton for the carrier to inspect, if applicable.
3. DO NOT sign any bill of lading/ delivery receipt with phrasing or words to the effect of “concealed damage.”

**Other Charges:**

Customer is responsible for all additional delivery service charges included but not limited to: lift gate, notify/call customer, residential delivery, non-commercial delivery, forklift required, resort/lodge delivery, re-delivery and sort charges, etc.

**Collect Shipments:**

The customer is required to file a claim with the carrier for reimbursement of damaged or lost goods; collect shipments are the chosen carrier of the customer. Louvers International has no claim with the carrier.



**Collect Shipments (Continued):**

1. The customer will file a claim with the carrier; please notify Louvers International of claim in the event that we may not be contacted by the carrier regarding damage or loss.
2. Please advise Louvers International if a replacement item is needed.
3. The customer is responsible to pay the invoice in full.

**Third Party Shipments:**

The bill to customer for the shipment is required to file a claim with the carrier for reimbursement of damaged or lost goods; third party carriers are the chosen carrier of the customer. Louvers International has no claim with the carrier.

1. The customer will file a claim with the carrier; please notify Louvers International of claim in the event that we may not be contacted by the carrier regarding loss or damage.
2. Please advise Louvers International if a replacement item is needed.
3. The customer is responsible to pay the invoice in full.

**Prepaid & Add Shipments:**

1. Louvers International is responsible to file a claim with the carrier for reimbursement of damaged or lost goods, prepaid or prepaid/add carriers are the chosen carriers of Louvers International. However, the customer must follow the requirements of “customer/consignee responsibility.” If the customer does not count the cartons and mark the bill of lading as “damaged or short” we have no recourse with the carrier, and the customer is responsible for payment of the invoice in full.
2. If the customer has followed the requirements of the “customer/consignee responsibility,” the customer will not be held responsible for the damaged/lost product. If not and proof cannot be provided, the customer is responsible for payment of the invoice in full.