



Thank you for ordering from Rackmount Solutions. For our experienced shippers/receivers, this information will serve as a reminder. For our customers who don't ship or receive on a regular basis, we ask you to read the instructions below.

Please give a copy of these receiving instructions to anyone in your organization that will be signing for this shipment.

The vast majority of shipments are on time and undamaged. However, shipping damage does occur. It is **critical** that you read, understand and follow these procedures before signing any shipping papers.

Responsibility:

RackmountSolutions. It is our responsibility to ship your product in packaging that meets or exceeds industry standard shipping requirements. All merchandise leaving our docks is packaged appropriately for the shipping method being used. We shipped your product FOB origin, freight prepay and add unless other arrangements were made with your salesperson when the order was placed. If you asked us to use your freight/UPS account, there should be no additional shipping charges on your invoice.

Transportation Company. It is the transport company's responsibility to pick up your shipment from our docks and deliver to you according to their prescribed internal and published guidelines. It is their responsibility to handle your package carefully so that no damage is done to your product using their shipping/handling methods.

Client Company. It is your responsibility to inspect your package or shipment carefully before you sign ANYTHING. Your signature is part of the shipping company's legal documentation that your package was delivered and there were no damages to your merchandise while it was in their care.

Once a package has been signed for, the product is considered delivered by both the transportation company and Rackmount Solutions.

See instructions below if there appears to be damage to the product or wrapping. Even a slight tear or dent. If there are any damage claims, you as the buyer, file against the trucking company and will receive compensation directly from them. We do this because we are not there personally to inspect/accept the shipment when it arrives. We do not know your dock, receiving conditions or staffing

Delivery Schedule. Rackmount Solutions has no ability to control the transit company's delivery schedule once it leaves our docks. A late delivery is not grounds for refusing a shipment or canceling an order unless Rackmount Solutions is notified before the product ships, so that we may advise your best delivery options.

If you have merchandise being delivered to an unmanned site and you are meeting the transit company there, call the transit company as early as possible to find out your numbered stop and to give them your cell phone number. You may wish to follow-up several times during the morning in order to get a more accurate time of arrival. If the transit company misses the scheduled delivery, please contact their dispatch to reschedule. The dispatcher only wants to talk to the company receiving the shipment and does not allow third parties (us) to make commitments on behalf of the consignee (you).

Rackmount Solutions is not responsible for delivery delays due to local weather, traffic conditions, drivers running late, etc.



Damages:

There are 3 common scenarios with damages:

1. **The product is obviously damaged, bent, scratched. You can see it immediately and the product is not useful for your purposes.**
 - a. ***Before the driver leaves:*** You should refuse to accept this delivery and the driver will take it back with him. Sign the bill of lading as damaged – refuse to accept delivery. You must take photographs of the damage and email them to us so we can talk to the shipping carrier intelligently about the problem. We will file the freight claim at this point.
2. **The box or wrapping appears to be torn, dented, punctured, etc., but it's not possible to tell if the product is damaged unless you detain the driver while a thorough inspection is made.**
 - a. ***Before the driver leaves:*** You should take the time to unwrap the package or at least enough to tell if there is damage you don't want to accept. If you accept the shipment, sign the bill of lading as torn packaging, subject to more thorough inspection for additional damage claim. If you need to refuse the product after more thorough inspection, you will file the freight claim.

Not all products that have damaged packaging are actually damaged once unwrapped and inspected. Or it may have a minor scuff that you can accept and don't care about. However, if you don't note it on the bill of lading, the shipping company will not honor a damage claim after you have had time to do a closer inspection.

3. **Concealed damage.** The box shows no obvious tears or crunches. Upon opening and examining the product, you find damages and do not want to keep it.
 - a. ***Before the driver leaves:*** Look again. Even a small dent or breach in packaging can damage product if it's impacted in an odd way. We recommend you put on every bill of lading: "packaging torn, acceptance subject to closer inspection." Many freight companies are now refusing to pay any claims, concealed or not, when there is no notation of a problem on the bill of lading.

Drivers have schedules to meet and are not happy about delivering a product that is obviously damaged in transit, but they are responsible for delivering your shipment correctly. Don't let a hurried or irritated driver intimidate you into signing a bill of lading as good, when you see the product or wrapping is damaged.

All noted damages to freight must be reported to the trucking company within 10 calendar days. If you see the package has damaged packing, and you have notated it on the bill of lading, you have 10 calendar days to unwrap, inspect and report back to the freight company that you don't want the product after closer inspection. You file all freight claims except items that are turned away upon original delivery.

Signing a transportation company's delivery receipt, with no notice of damage, declares that you have received the merchandise in good shape. If you are unsure or not comfortable dealing with the truck driver, please call Christi Deckard at Rackmount Solutions (866-207-6631, ext. 355) immediately while the driver is still there. She can help instruct you and talk with the driver. Please take pictures of the damage, document the time of delivery, driver's name, the nature of the problem and the driver's response.

Shipping Fraud: All freight companies have tightened their claims policies due to increased incidents of fraud. Shipping fraud is when a product is delivered in good condition, is accidentally dropped or damaged in-house after delivery, and the company files a bogus claim that product was damaged during shipping, hoping to have it



replaced at no charge. The freight company's only defense against fraud is the signature on the bill of lading or delivery receipt showing product was received OK.

Freight damage really does not happen very often. We want you to know what to do in the case it does. Our ISO procedures document all damage claims reported by customers.

We appreciate your business and look forward to a long and happy relationship with your company.

Sincerely,
Rackmount Solutions
Logistics Department
www.rackmountsolutions.net
1-866-207-6631