

# **FENCO'S FREIGHT POLICY (LTL AND PARCEL)**

Fenco's shipping policy is F.O.B. (Freight On Board) Burlington, NJ. However, when shipping through Fenco's choice carriers (allowing Fenco to arrange the shipping, prepay and add freight cost to your invoice) we will often go above and beyond the F.O.B. policy. Most companies put the full responsibility of F.O.B. origin damages on you. We believe in our responsibility to support & satisfy you in this critical regard. It is our pleasure to do so as a valued Fenco Partner.

## **FREIGHT POLICY WHEN SHIPPING PREPAY & ADD VIA FENCO'S CHOICE CARRIERS:**

### **DAMAGES DISCOVERED AT TIME OF DELIVERY:**

- You have the right to refuse the damaged items and send back to Fenco. Fenco will then enter a replacement order with an expedited ship date (if possible) and send replacement items at no charge to you. Fenco will file a freight claim directly with the carrier for reimbursement.
- If you accept the damaged items, Fenco will not take responsibility for damaged goods once received and signed for. HOWEVER, Fenco will often send out replacement parts at manufacturing cost (this still requires a PO from you). We'll also assist in filing a freight claim on your behalf to help reimburse you for any losses. Whatever reimbursement is received through the claim will be credited back to your account. If you choose to file the claim on your own behalf, we will support you throughout the claim process as you see fit.
- **It is very important to note all damages or possible damages on your delivery receipt while driver is still onsite. Have driver sign off on damages.**

### **DAMAGES DISCOVERED AFTER DELIVERY:**

- Whether you have discovered concealed damages or just missed damages at the time of delivery, Fenco will assist you in filing a freight claim and can provide replacement parts at manufacturing cost (Fenco would require a PO for said replacement parts). You will be responsible for any losses that aren't covered by the result of a freight claim. Most carriers require concealed damages to be reported within 5 business days. The sooner you make us aware, the better chance we have of reimbursement.

### **TAKE PHOTOS TO DOCUMENT DAMAGES:**

- Regardless of whether you accept or refuse a delivery, if you see damages, take photos and send them to us. Photograph:
  - Exterior packaging – showing where damages could have incurred (hole in cardboard, scratch on cardboard, broken pallet, crunched to "do not stack cone", etc...).
  - Damaged items – overall photo of item and a close up of damaged areas.

## **FREIGHT POLICY WHEN BILLING THIRD PARTY TO YOUR ACCOUNT OR YOUR BROKER'S ACCOUNT:**

- Fenco is strictly FOB Burlington, NJ: Once the freight is loaded on your chosen carrier's trailer, Fenco is no longer liable for the freight. If it gets damaged in transit or if delivery is refused for any reason, Fenco will not take responsibility for any losses/additional costs incurred. The freight and all related costs for freight are now the responsibility of you, your chosen carrier and/or your broker. Fenco is happy to supply and documentation or paperwork needed to support a freight claim.

# WHAT TO LOOK FOR UPON DELIVERY:

REMINDER: Please inspect all shipments thoroughly prior to signing delivery receipt (we recommend unwrapping the shipment while the carrier is present, but realize you may not have the time available to do so). Here are some tips on how to identify potential damages at the time of delivery if there isn't time to unwrap your shipment:

1. If **“DO NOT STACK” CONES ARE MISSING, REMOVED OR CRUNCHED/SMASHED.**
2. If **Fenco’s green plastic banding has been removed or replaced.**
3. If there is **no Fenco logo on cardboard boxing.**
4. If there are **any punctures/bends/rubbing/dents that are noticeable** on the cardboard packaging.
5. If the **pallet is not 100% intact.**
6. If the **“TIP & TELL” indicator is entirely blue.**
7. If you see the carrier has **double-stacked the shipment (or if anything else on their truck has been double-stacked).**
8. **Unfamiliar packaging, pallets or banding.**
9. **Any units laying on their side.**

**IF YOU SEE ANY OF THE ABOVE INDICATORS, IMMEDIATELY UNWRAP YOUR SHIPMENT AND INSPECT. YOU MAY REFUSE THE SHIPMENT AT YOUR DISCRETION (if freight is arranged prepay & add).** If refused, Fenco will ship out replacements at no charge. Whether you decide to accept or refuse, be sure to note any damage indications or actual damages discovered on the bill of lading/delivery receipt.

**Concealed freight damages should be reported within 5 days of receipt of shipment. Should you wait any longer, the chances of being reimbursed through the carrier begin to quickly diminish.**

**If you aren't sure what to do at time of delivery, please call us – 800-486-8484:**

**X 102 for Matthew R. Lyons, Jr.**

**X 104 for Denise Hewitt**

**X 108 for Cathy Wells**

If you have any questions or concerns, please do not hesitate to ask.

Thank you for your order.

Have a nice day!

Thank you,  
Matthew R. Lyons, Jr.  
VP Sales & Marketing  
800-486-8484 x 102