

HOLLY HUNT

CHICAGO MIAMI NEW YORK LOS ANGELES MINNEAPOLIS WASHINGTON DC

801 WEST ADAMS SUITE 700 CHICAGO IL 60607 T 312 329 5999 F 312 993 0331

FREIGHT RECEIVING RULES

SHIPPING/DELIVERY

- As a service to our customers, HOLLY HUNT (HH) will arrange shipping of orders via one of our preferred carriers. All charges are proforma and will be included on the FINAL BALANCE DUE NOTICE.
- If the customer chooses to manage their own freight and delivery, HH must be notified of the specific details of the movement. The fee to move product from a manufacturer to terminal for "customer's own" pick-up will be added to balance due. All product is moved through a Bill of Lading (BOL). The location of pick-up by client or client's agent triggers sales tax responsibility.

PRODUCT QUALITY and DAMAGE IN TRANSIT

- **Per ICC Regulations, ownership of the product transfers to the customer (owner) upon the freight carrier taking possession of the order for transport. Therefore, responsibility for damage occurring in transit is the owner's and all claims for freight damage must be made within 72 hours of receipt.**
- Products are inspected by the manufacturer prior to release to ensure that the order is in good condition, complete and ready for shipment.
- The carrier is responsible for a complete inspection of product at the point of origin. Any damage must be noted on the BOL. The signed BOL is confirmation by the carrier that they have accepted responsibility for delivering the product in the condition in which it was received. Inspection of boxed or crated product is limited to the exterior of the package. Exceptions must be noted and package opened at once if condition of the carton/crate appears compromised.
- **When a damage or quality discrepancy is found, photos should be taken of the product fault. Photos of the packaging may be as important as of the item itself in resolving a possible freight claim.** All product quality issues will be handled promptly by HH upon notice to showroom of purchase.

RECEIPT AND INSPECTION OF PRODUCT

- HH highly recommends using a qualified receiving warehouse to receive, inspect, consolidate deliveries and facilitate in-home installation. HH will recommend a receiver for client if needed. All crated goods must go through a professional receiver such as a receiving warehouse. Receiving warehouse acts as agent for the client and is responsible to note any damage and assist the owner with filing a freight claim when damage is found. A qualified receiving person should be present to accept products when delivered directly to a home.
- Signature on the BOL upon receipt of product confirms that the products are received in good condition unless exception is made on BOL. If merchandise is refused upon delivery for quality or damage, receiver should contact the showroom of purchase immediately.
- If the driver must "drop and dash", the receiver should note on the BOL that any concealed damage of boxed or crated product will be the responsibility of the carrier or the manufacturer as determined upon inspection of the product. **FULL INSPECTION MUST OCCUR WITHIN 48 HOURS OF DELIVERY AND ALL FREIGHT CLAIMS FILED WITHIN 72 HOURS.**
- **HH will not accept returns without prior written authorization.**