



ACCEPTING YOUR MOTOR-FREIGHT SHIPMENT

Count, Open & Inspect entire contents BEFORE signing for the shipment! If the boxes look damaged, note damaged items and/or shortages on the delivery receipt. *REFUSE* any damaged goods. Failure to note damages/shortages at the time of delivery releases Mahar Mfg. from all liability; therefore, you are responsible for any replacement costs. **A notation of “Subject to Inspection” or “Possible Damage” on the delivery receipt is not acceptable.** Specific notation of damage to the carton and product is required.

THERE ARE TWO CATEGORIES OF FREIGHT DAMAGE

NOTATED DAMAGE – Damages are notated when the damage is specifically written on the delivery receipt and/or are refused. Mahar Mfg. must be notified of the damage and/or refusal as soon as possible so that we may issue you a replacement and file a damage claim with the freight company. If the driver did not remove the goods at the time of delivery, you must retain the product and *all* of the packaging including the carton and any foam it contained. The freight company may or may not come back to inspect and remove the merchandise. If they do not remove the product then wait until we authorize you to dispose of it.

CONCEALED DAMAGE – Damage that is found after the driver has left and was not notated on the delivery receipt is concealed damage. **Replacement costs will apply on all concealed damages.** It is your responsibility to inspect the entire shipment before the driver leaves. Failure to do so releases Mahar Mfg. from all liability. If concealed damaged is discovered Mahar Mfg. must be notified within 24 hours (excluding weekends). We require that all original packaging materials including the carton and any foam contained therein be retained until we advise you it may be discarded. You are encouraged to take photographs of the outer and inner packaging as well as the damaged product. We will ship a replacement as soon as possible at cost to you. (See additional information on “Concealed Damage” information sheet).

All freight companies allow a specific amount of time for you to inspect your shipment before the driver leaves. The time limits are based on the total weight of your shipment. If the driver refuses to wait, then you must call Mahar Mfg. immediately and contact your local delivering terminal. The time limitations are listed below for Mahar’s preferred freight carriers.

FEDEX FREIGHT*	
Shipment Weight	Free Time Allotted per Stop
Less than 2,500 lbs.	30 minutes
2,500 through 4,999 lbs.	60 minutes
5,000 through 7,499 lbs.	90 minutes
7,500 through 9,999 lbs.	120 minutes

YELLOW FREIGHT***	
Shipment Weight	Free Time Allotted per Stop
Less than 1,000 lbs.	15 minutes
1,000 - 2,500 lbs.	30 minutes
2,501 - 5,000 lbs.	60 minutes
5,001 - 7,500 lbs.	90 minutes
7,500 - 10,000 lbs.	120 minutes

ROADWAY**	
Shipment Weight	Free Time Allotted per Stop
Less than 1,000 lbs.	15 minutes
1,001 to 2,500 lbs.	30 minutes
2,501 to 5,000 lbs.	60 minutes
5,001 to 10,000 lbs.	90 minutes

* Obtained from FedEx Freight Rules Tariff FFX 100-C.
 ** Obtained from Roadway Enhanced Service Options.
 *** Obtained from Yellow Freight Rules and Conditions 10/1/06.

Damages that occur in transit are unfortunate. Our policies are in place to expedite the process of sending replacements as quickly as possible. *Please, do not hesitate to call if you have any questions regarding our policy on accepting freight shipments: 1-800-224-8268.*

ACCEPTING DELIVERY FROM A SMALL PACKAGE CARRIER (FEDEX GROUND)

We do not require signatures for any carton shipping via a small package carrier unless it is requested at the time the order is placed. Therefore, a package may be left at a front, side, or rear door, with a neighbor or with a front office in the case of apartments, town homes, or condominiums. Any damages and/or shortages must be reported within 5 business days from the date of delivery; however, we prefer to be notified within 24 hours (excluding weekends). We require that all original packaging materials including the carton and any foam contained therein be retained as they will likely be picked up via a damaged call tag and returned to us. Replacements of damaged goods will be issued at no charge if you are in accordance with our replacement policy.

**Please, do not hesitate to call if you have any questions:
1-800-224-8268 or email info@mahar.net**