



## 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.

The following pictures illustrate what concealed damage looks like. Figure 1 and 2 is of the outside of the carton. Although the damage appears to be minimal on the box, the inner contents of the package are severely damaged (figure 3 and 4). Creases, dents, tears and punctures are all considered damage and should always be notated on the delivery receipt. Every package should be opened and inspected before the driver leaves.



Fig. 1



Fig. 2

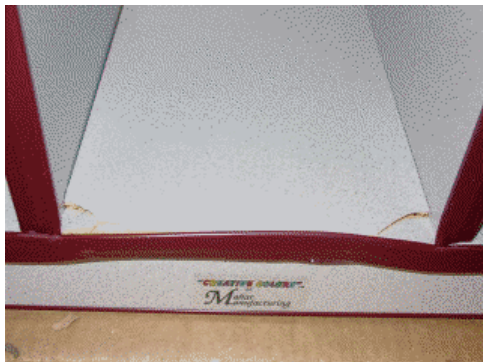


Fig. 3



Fig. 4

If you signed for the carton without notating any damage on the delivery receipt you have signed the goods as "Free and Clear." **A notation of "Subject to Inspection" or "Possible Damage" on the delivery receipt is not acceptable** and is viewed the same as if it were signed clear. If damage is not specifically notated on the delivery receipt, the delivering freight line will not accept responsibility for the damage. That means that we will not be reimbursed for the damaged merchandise and freight charges; *therefore, we can not provide replacements to you free of charge.* **You will be responsible for any replacements costs.**

We advise all dealers and end users to carefully read our policies which contain information on what to do if your shipment is damaged and outlines our procedures for resolving the situation. Our policies are directly impacted by freight companies as we have to follow their rules and regulations when submitting a damage claim.

Damages that occur in transit are unfortunate and we do sincerely apologize. Our guidelines are in place to protect everyone involved and help to expedite the process of sending replacements as quickly as possible.