

# SHIPPING POLICY

Custom Metal Products strives to utilize superior packaging techniques to protect your orders from freight damage. Even with the precautions taken by our Shipping Department, freight damage does occasionally occur. It is the responsibility of the consignee to thoroughly inspect the shipment at the time of delivery and note any damages, with as much description as possible, on the Bill of Lading or refuse the shipment. How the shipment is received by you or your customer determines how the freight claim is issued and handled. If the shipment is refused, Custom Metal Products has the responsibility of filing the freight claim. If the shipment is accepted, dependent on the carrier's claim filing policy, the freight claim may need to be filed by the consignee. All damage needs to be reported to your Custom Metal Product Sales Representative as soon as possible so that we can begin the replacement process.

**Note: Always add the note "Subject to inspection" in the comments area of the Bill of Lading.** This gives you 24 hours after the acceptance of delivery, to open the packaging and inspect for concealed damage. If concealed damage is found, contact the freight carrier immediately with a description of the damage. You may be required to hold the damaged material for inspection by the carrier.



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