



Stringer Sales Freight Inspection and Damage Policy

All Stringer Sales Products are thoroughly inspected and confirmed to be free of damage before shipping. Upon freight company arrival with your shipment, carefully inspect each carton for any visible signs of damage. If damage of **ANY KIND** is observed, ensure the delivery driver notes “**DAMAGED**” clearly on your delivery receipt, have it signed by the driver, and immediately notify Stringer Sales customer service of damaged shipment. Please take **PICTURES** of the damage both on and off the truck. **DO NOT** refuse the shipment as this will not allow a claim to be filed. **DO NOT DISPOSE OF DAMAGED MATERIALS** until notified by Stringer Sales as carriers may require inspection before approving a damage claim.

After delivery, promptly open all cartons (retain the cartons) and check for any hidden damage.

If concealed damage is found, please contact **Stringer Sales** customer service immediately. Please note, any concealed damage must be reported within 72 hours of delivery; failure to do so will result in the carrier denying the claim. **Stringer Sales** is not liable for damage claims if an inspection report is not received and a claim is not filed within the required 72-hour window.

Any items that are missing should be noted as **SHORT-SHIPPED ON THE BILL OF**

LADING OR PACKING SLIP. **Stringer Sales** must be notified within 72 hours of any item that is missing within the shipment. Please inspect your freight fully when it is received to make sure all the items you ordered were received. **Stringer Sales** is not liable for any short-shipments reported after the 72-hour window.