

## Shipping Directive

# Read Upon Receipt Of Shipment

This shipment has been carefully inspected, checked and packaged by our company. The shipping containers and our method of packaging have been thoroughly tested. We are confident that our merchandise will arrive in good condition and request that you inspect your order immediately upon receipt.

When the merchandise was picked up by the carrier, it was in good condition and technically became your property at that time. In the unlikely event that there is any damage to your merchandise, we are providing instructions to assist you in making a claim. Any damage to the package or the package contents which is either obvious or hidden must be reported to the transportation company upon receipt of the shipment otherwise you forfeit all claims for damage. **If you accept damaged product “without objection” the freight companies and The PCF Group cannot be held responsible.**

### **FOR ALL SHIPMENT DAMAGED IN TRANSIT**

You must note any and all damages on the documents presented by the delivery company for **your** signature. Then notify your carrier’s local office and ask for immediate inspection of the carton and its contents. Do not disturb the items, the packing materials or the carton. Take digital pictures if available.

After the carrier has made the inspection, please contact The PCF Group at 1-888-511-3626 to reorder the product that has been damaged. Please be aware that we are a F.O.B. shipper and you will be responsible for payment on both orders until acknowledgement has been received from the carrier concerning your claim before the driver leaves the premises.

It is your responsibility to follow these instructions or the carrier will not honor your claim for damages. If you have any questions regarding this shipment, please notify us upon receipt of shipment.

### **TRUCK SHIPMENT**

Make note of any damaged packages on the freight bill and have the driver witness your comment with their signature. Immediately call the local office of the carrier to report the problem plus discuss possible hidden damage and the freight lines procedure for any claim. Take digital pictures if available.

### **UPS SHIPMENTS**

The shipper must file all claims. If package is damaged, then you may refuse the package and/or inspect for hidden damage. Please call UPS for inspection and notify The PCF Group at once.

### **CLAIMS**

After complying with the above instructions - All claims for damage or shortages in shipments must be made to The PCF Group within **72 hours** of receipt of goods or it will be assumed shipment was without damage and was complete. The PCF Group assumes no liability after this point.

Title and ownership of all products is transferred from The PCF Group to the consignee upon delivery of the shipment to the assigned Transportation Company. Acknowledgement has been made by the Transportation Company of the received in good condition of the material listed on the invoice, approved quote or packing slip.

### **IMPORTANT**

**Specific details and timing is critical**

Call 1-888-511-3626

The PCF Group - 8585 Miramar Place San Diego, CA 92121