



September 12, 2019

If you received a damaged mirror from a reseller or distributor, please contact them about your claim.

When receiving a shipment that contains mirrors, there are a number of indicators that can point to potential damage during transit. It is much easier to win a claim filed against a carrier if these factors are noted on the paper work when the shipment is being signed for. Additionally, there are some specific actions to follow and/or avoid when handling mirrors to avoid damage prior to installation.

**Shipment:** Check for the following when receiving shipment from carrier

Make sure the carton is not punctured, crushed, or otherwise damaged. Take pictures of any damage upon receipt of shipment. See note below. Note upon signing that mirrors were mishandled during transit. When in doubt, write down anything noteworthy you see or hear when signing carrier paper work. Even if delivery is accepted prior to confirming damage, notes may be able to provide enough information for a successful claim. Do not be rushed when signing paper work. You have a legal right to inspect goods prior to signing, no matter how impatient the carrier may appear to be.

**Handling:** Follow the instructions below when storing/handling mirrors

Store mirrors in a dry, well-ventilated area, free of chemical fumes. Do not store mirrors in areas of high humidity. This will assist in proper ventilation and prevent water damage (silver spoilage) to the mirrors. Store mirrors vertically. Do not pull mirrors from the ends of the crate or lay mirrors flat.

Complete the Damaged Item Claim Form (Knowledge Document 13). It also contains more information regarding claims.

**Note:** Clear photos of the interior of the original box (A photo showing the damaged merchandise, inside the original box, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box), cushioning, packaging material, shipping label with the tracking number, box manufacturer's certificate (BMC), if available, and dimensions of the box, Two photos displaying all six sides of the package (One photo should display the top and two sides. The second photo should display the bottom and the opposite sides.), and a clear photo of the mirror showing the damage.

**Disclaimer of Liability**

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