



### If Items Are Damaged in Transit

We are sorry that your item has arrived damaged.

1. When the driver or freight agent signs a bill of lading, the originating common carrier acknowledges receipt in good condition of the number of packages listed. Sentry Mirror packaging has been tested to withstand normal shipping hazards.
2. Notwithstanding the care with which Sentry Mirror products are packed, when merchandise is received, it may be apparent that during transit the box has been dented, torn, re-taped, or there may be other indications of possible damaged or missing merchandise. Please complete the following:
  - a. On the face of the delivering carrier's receipt and on the face of the consignee memo copy (to be retained by consignee), the person who signs the receipt for the shipment should list and describe any damage to boxes; also, describe actual damage to merchandise, if it is known before the driver leaves.
  - b. Any box that has been dented, torn, re-taped, etc. should be opened immediately and the merchandise inspected for possible damage, preferably in the presence of the delivering truck driver.
  - c. Delivering truck driver signs the carrier's delivery receipt and the consignee memo copy on which exceptions have been noted.
  - d. Whether or not the delivering truck driver cooperates by waiting for the opening of cartons, follow procedure in Paragraph 4.
3. If no exception has been noted on the delivery receipt but damage to merchandise is disclosed after the driver has left the premises, it is called "Concealed Damage". For your own protection, open and inspect each package as soon as possible; do not wait until the end of the disclosure time limit established by the delivering carrier (usually 5 days). If damage is discovered, save all containers, fillers, and contents until after inspection by the delivering carrier.
4. The discovery of the damage of the goods either before or after signing the delivery receipt, evidence of damage can be preserved in a number of ways. Photos, surveys and inspections, etc., must be done in a reasonable amount of time and the facts and circumstances may determine what is reasonable. Call the delivering Carrier and requested an inspection of the damaged goods. In ink, on the back of the consignee memo copy, write the date and the name of the person to whom you talked. If the carrier does not intend to have an inspection made, write "Inspection waived" or if inspection is to be made, write the date carrier schedules for inspection. If, after a second telephone call, no Inspector arrives, make a note of that fact. If an inspection is made, retain or make a copy of the inspector's report. While awaiting inspection by carrier, the consignee must hold the shipping container and its contents in the same condition they were in when damage was discovered, in so far as it is possible to do so, and maintain the chain of custody of the article.

5. If any exceptions were noted on the delivery receipt handed to the driver and if the originating carrier was selected by Sentry Mirror, so that the customer can file claim for damage in transit, promptly send an e-mail, which we will respond within 48 hours, to us at support@sentrymirror.com, include:

Consignee Memo copy with exceptions noted thereon

Pictures

Carrier's Inspection Report, if any

If you need to discuss your problem with us, you can call Sentry Mirror's customer service at 661-251-8059, although most claims can be handled by e-mail and e-mail provides a record that we both can refer to for easy reference.

6. Claims for merchandise signed damaged, cannot be filed after 10 days from shipment from Sentry Mirror.

7. A notation of "subject to inspection" is not considered a valid notation of loss or damage.

8. If merchandise is being claimed as damaged, it must be retained as salvage until advised otherwise by Sentry Mirror. Failure to retain salvage may result in the denial of the claim.

9. If no exceptions were noted on the delivery receipt, or the shipment was made under the customer's account it is essential that the consignee, instead of Sentry Mirror, file the claim for loss or damage with the delivering carrier. In this case or if you volunteer to file your own claim, Sentry Mirror would be pleased to assist in every way possible. F.O.B. Point: Santa Clarita



## Damaged Item Claim Form

We are sorry that your item arrived damaged.

To submit a claim, please provide us with the following information and documentation within **10 days** of shipment. Failure to include these documents will delay or deny processing of your claim:

Receiver Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Original Purchaser: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_ Invoice Number: \_\_\_\_\_

Third Party (Someone other than the shipper or receiver who has an interest in or connection to the shipment or billing information of a claim):

\_\_\_\_\_

Description of Problem:

\_\_\_\_\_

\_\_\_\_\_

Shipping Company: \_\_\_\_\_

Tracking/Reference Number: \_\_\_\_\_

Date Received: \_\_\_\_\_

Merchandise Description (Item Name, Size, etc.):

\_\_\_\_\_

Photo Documentation: Attach 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. Photos can be submitted in any of the following formats: JPG, .JPEG, .TIF, .TIFF, .BMP, .PDF, .PNG

Please email this form and all photo documentation to [info@sentrymirror.com](mailto:info@sentrymirror.com)