



1811 18th Ave
Forest Grove OR, 97116
Phone: 503-357-7181
Fax: 503-357-7185
woodfold@woodfold.com

Woodfold Freight Policy

DEALERS PLEASE READ CAREFULLY

It is the **dealer's** responsibility to instruct your customer on how to receive freight by Woodfold Manufacturing Inc., if you are sending the product directly.

All products shipped from Woodfold should be inspected on arrival for damages if there is visible damage refuse immediately. All shipments should be inspected before a signature is given to the carrier, do not let the carrier tell you that you have to sign, ask for a claim number.

If the box is torn or damaged please refuse the shipment or notate the damage on the bill of lading. If it is a UPS package please simply refuse the shipment.

In the event that there is concealed damage you only have 5 business days to notify Woodfold of the damages otherwise you will be held liable.

In some instances, the truck driver may not take the time for your dealer to open the carton and inspect the damage. If this happens, the Bill of Lading should be marked that there was damage to the carton and approximately where it was; i.e., middle of the carton, end of carton, corners, etc. After the truck driver leaves, the carton should be opened and the product closely inspected for damage.

Product should be inspected before installation, if damages are noticed after installation then Woodfold would **not** be held liable as damage may have occurred elsewhere.

Woodfold is not responsible for the off-loading of shipments, all shipments are FOB Origin, once the shipment is in transit it is the buyers responsibility. The buyer is responsible for off-loading shipments, equipment such as lift-gates, hand-trucks, forklifts etc. are not included in the freight costs at the time of purchase; these are additional costs that will be the buyers' responsibility.

Woodfold is responsible for only the freight that is shipped on our freight accounts, meaning prepaid or prepaid and charged freight. In the event you want to specify your own carrier you will have to ship the product Collect on your own account, in doing so you are solely responsible for any damages that may occur and any accessorial charges.

Note of Caution: Keep in mind that if the cartons are moved from the delivery location, the freight company will not accept a damage claim.

If damaged freight has been accepted and not signed for, you may be held responsible for accepting the damaged merchandise and may not be able to have a claim filed. In this case please contact Woodfold.