

Carefree Freight Policies

Carefree of Colorado
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WWW.CAREFREEOFCOLORADO.COM



Book-10CDR

GENERAL SHIPPING POLICIES

This policy applies to products that are drop-shipped from Carefree.

For all other issues, contact the Dealer or On-line Retailer of record.

1. Product is drop-shipped by a common carrier of Carefree's choice.
2. All product deliveries are scheduled Monday through Friday during normal business hours. The delivery recipient is responsible for notifying Carefree, prior to order shipment, of schedule restrictions including days or times when deliveries are not suitable. Freight companies may charge a redelivery fee if they are unable to deliver on the first attempt. Carefree is not responsible for these fees. The Consignee's credit card (customer) will be billed for any redelivery and/or return fees incurred.
3. Expedited shipments may not be offered or available for all products and shipment at Carefree's discretion.
4. Shipment Notification will be sent to customers that have a current email address on file with Carefree at the time of order. Notifications contain shipment confirmation and tracking information. Please notify Carefree of any changes to email addresses to avoid disruption of Shipment Notification service. Additionally, all orders can be tracked and shipping details obtained by visiting our website www.carefreeofcolorado.com and clicking Order Lookup.

"Dealer" is used as a generic reference for the authorized seller of Carefree Products

"On-line Retailer" is used as a generic reference to Online Marketplace sellers such as Amazon, Walmart, eBay etc.

"OEM" is used as a reference for Original Equipment Manufacturer

"BOL" Is used as a reference for Bill of Lading. This is a legal document issued by the carrier to acknowledge receipt of cargo for shipment. It serves multiple purposes:

- It acts as a contract between the shipper and the carrier, detailing the specifics of the shipped goods.
- Serves as a receipt for the goods, confirming that they have been loaded onto the transport vehicle.
- Functions as document of title, allowing the holder to claim the goods upon arrival at the destination.
- BOL is essential for managing the proper transfer of goods.

"Consignee" is the person or entity to whom something is consigned or shipped.

"LTL" is the acronym for Less than Truckload or large shipments. Generally, products are 8'1" or longer.

HIDDEN DAMAGE

This policy applies to products that are drop shipped from Carefree.

For all other issues, contact the Dealer or On-line Retailer of record.

Definition of Hidden Damage-Carefree Finished Good Product, Component and/or part is flawed or damaged, but the outer shipping container has **NO** visible damage.

Definition of Flawed or Damaged: Dent, scratch, tear, ding, broke, cracked, scuff, rip, slit, etc.

Carefree Freight Policy:

It is the responsibility of the Consignee (Ship to Customer) to inspect the Shipping Container(s) on all merchandise received at the time of delivery. If a Shipping Container has NO visible outer shipping damage, but the product inside is damaged, this is classified as Hidden Damage.

Hidden Damage Claims must be submitted to Carefree within 14 Calendar Days of the receipt of the Shipment.

Hidden Damage Claim Requests Requirements

Requests for coverage of Hidden Damage should be submitted using the Carefree Hidden Damage Claim Form located on our website or at the end of this book. Claims Must Include:

- Carefree Sales Order Number or Proof of Purchase
- Carefree Part Number
- Carefree Serial Number (if applicable)
- Date of Delivery
- Photo of Hidden Damage on the Carefree Product(s)
- Photo(s) of Undamaged outer Carefree Packaging
 - Tubes-a photo of the entire tube upper and lower AND both End Caps
 - Box-All 6 Sides of the Box
 - Crate-All 6 Sides of the Crate including end caps.
 - Replacement Fabrics-In addition to outer packaging if customer is claiming a slit, a photo of the inner packaging (clear bag) showing no slits.

Hidden Damage Claim Requests Parameters:

- Must be reported within 14 Calendar-Days of receipt of shipment.
- Hidden Damage Coverage requests where the Outer Packing has been disposed of will not be eligible for Hidden Damage Coverage
- Must be Carefree Original Packaging

FREIGHT DAMAGE

This policy applies to products that are drop shipped from Carefree.

For all other issues, contact the Dealer or On-line Retailer **of** record.

Definition of Freight Damage-Carefree Finished Good Product, Component and/or part is flawed or damaged, because the outer shipping container is visibly damaged.

Definition of Damaged: Dent, scratch, tear, ding, broke, bent, crushed, end cap missing, cracked, scuff, rip, slit, etc.

Carefree Freight Policy:

It is the responsibility of the Consignee (Ship To Customer) to inspect the Shipping Container(s) on all merchandise received at the time of delivery. If a Shipping Container has visible outer shipping package damage, this is classified as Freight Damage, regardless of if the product itself is damaged.

If the freight carrier damages a package the consignee has two options:

1. **FREIGHT DAMAGE KEPT**- Claim Pending-Accept the package and note on the BOL the damaged packaging (see wording below).
2. **FREIGHT DAMAGE REFUSED**-Refuse the shipment entirely and note the damage to the BOL.

Depending on the action taken above at the time of delivery follow the instructions below:

1. FREIGHT DAMAGE KEPT

Keep the product, and note “FREIGHT DAMAGE KEPT, CLAIM PENDING” on the freight carriers Bill of Lading (BOL). This **ALLOWS** Carefree to file a claim for recovery of expenses if the product is discovered to be damaged. **Contact Carefree within 24 Hours** to report the damaged freight, please include photos of the packaging as well as the damaged Carefree product.

Important note: DO NOT sign “FREIGHT DAMAGE SUBJECT TO INSPECTION” on the freight carriers Bill of Lading (BOL). If you sign using this term then Carefree is unable to file a claim with the freight carrier for recovery, the Consignee will need to file a claim through the carrier and is subject to carrier claim reimbursement rates.

2. FREIGHT DAMAGE REFUSED

Refuse the damaged PRODUCT and note on the Bill of Lading (B.O.L.) “FREIGHT DAMAGE REFUSED.”

CAREFREE FREIGHT POLICIES

This ALLOWS Carefree to file a claim for recovery of expenses if the product is discovered to be damaged. **Contact Carefree within 24 Hours** to report the damaged freight.

OVERAGES, SHORTAGE AND VARIANCES

It is the responsibility of the Consignee to inspect the Shipping Container(s) on all merchandise received at the time of delivery.

If a shipment has variances or discrepancies, please accept the shipment and contact **Carefree within 72-Hours** of receipt to report.

SHORTAGES

For LTL Shipments-Note on the freight carriers Bill of Lading (BOL) 'SHORT BY ___ PACKAGE.' Contact Carefree within 72 Hours to report the shortage. This allows the freight carrier additional time to deliver the short package(s). If the carrier has not redelivered, Carefree will re-ship the missing packages and file the claim for recovery with the freight carrier. Standard Lead Times may apply for the reorder.

For Small Packages (UPS, FedEx, USPS etc.)-**Contact Carefree within 72-Hours** to report the shortage.

OVERAGES

For LTL or Small Package Shipments-**Contact Carefree within 72-Hours** of receipt to report.

VARIANCES OR INCORRECT PRODUCT

For LTL or Small Package Shipments-Contact **Carefree within 72-Hours** of receipt to report.



Hidden Damage Claim Form

NOTE: Incomplete Claims Cannot be Processed

CAREFREE SALES ORDER NUMBER:		DATE:	
Purchaser Name:			
Address:			
City:		State:	Zip:
Phone:		Email:	
<u>PURCHASE INFORMATION:</u>			
Purchased From:			
Date of Purchase:			
Carefree Product:		Carefree Part Number:	
Carefree Serial # (if applicable):		Other:	
<u>DESCRIPTION OF HIDDEN DAMAGE:</u>			

Signature:

Date:

Email the completed form along with **required photos** to Carefree at warranty@carefreeofcolorado.com

Important Note: Incomplete Claims Cannot be Processed.

Carefree Hidden Damage Claim Information & Requirements:

Definition of Hidden Damage-Carefree Finished Good Product, Component and/or part is flawed or damaged, but the outer shipping container has **NO** visible damage.

Definition of Flawed or Damaged: Dent, scratch, tear, ding, broke, cracked, scuff, rip, slit, etc.

Hidden/Concealed Damage Claim Requests Requirements:

- Carefree Sales Order Number or Proof of Purchase
- Carefree Part Number
- Carefree Serial Number (if applicable)
- Date of Purchase/Delivery
- Photo of Hidden Damaged Carefree Product
- Photo(s) of Undamaged outer Carefree Packaging
 - Tubes-a photo of the entire tube upper and lower AND both End Caps
 - Box-All 6 Sides of the Box
 - Crate-All 6 Sides of the Crate including end caps.
 - Replacement Fabrics-In addition to outer packaging if customer is claiming a slit, a photo of the inner packaging (clear bag) showing no slits.

Hidden Damage Claim Requests Parameters:

- Must be reported within 30 Calendar-Days of receipt.
- Hidden Damage Coverage requests where the Outer Packing has been disposed of will not be eligible for Hidden Damage Coverage
- Must be Carefree Original Packaging
- Incomplete Claims Cannot be Processed.

Claim Procedure

Email this completed form to warranty@carefreeofcolorado.com

We cannot accept incomplete Claim Forms, and they will not be considered or processed.

Carefree may request additional information including photos, video, etc. to support the claim.

Please allow three business days for evaluation, research, and processing of Hidden Damage Claim Submission

Hidden Damage Claim requests that are denied, will receive notification via email from Carefree

Carefree Hidden Damage Claim Information & Requirements (continued):

Hidden Damage Claim Submissions must include photographs of the product as well as the undamaged shipping package.

Once a Hidden Damage claim is authorized Carefree will:

Provide replacement parts for the repair at no charge.

Confirmation of the no charge Sales Order with the estimated fulfillment date will be sent via email to the Email address provided on the Claim Form.

Hidden Damage Replacement products will be shipped via standard ground freight.

No Labor or compensation will be paid directly to a customer for performing repairs.

No Service Calls or Mobile Service Charges will be authorized.

All authorizations are provided via email. No verbal authorization is accepted, honored, or will be provided.

Submitting this claim constitutes an agreement to the terms and conditions of the Carefree Freight, Warranty and Ordering Policies, and Guidelines.