

PREPARING FOR YOUR UPCOMING LTL SHIPMENT

For detailed information regarding Freight Policies, refer to Carefree Freight Policies Book located on our website www.carefreeofcolorado.com

Before your Delivery Arrives

- **Know what to expect:** Know what you ordered and the quantity.
- **Print or have this guide ready for when your Delivery Driver arrives.**
- **Be prepared with the tools necessary to open and inspect your items:** Consider items such as, a utility knife, Phone (for photos if necessary), Screwdriver, pliers, hammer etc. to remove the shipping tube/package end cap(s) to allow the product to be inspected when applicable.
- **Familiarize yourself with Carefree LTL Shipment Freight Policies:** In case the shipment arrives with exceptions that occurred while in transit, knowing how to handle ahead of time ensures you are covered in case of an unexpected carrier event.

When the Driver Arrives

- **Inspect the packaging:** Visually check the outside of the shipment for any signs of damage, such as dents, dings, tears etc. If you suspect the product may have been damaged during transit, inspect the product before accepting and signing the Bill of Lading (B.O.L)
- **Count the pieces:** Verify that the number of pieces you are receiving matches the number on the delivery receipt.
- **Ask for time to inspect:** If damage is visible ask the driver to wait while you inspect the shipment for any damage or missing items. If the driver declines to wait either:
- **KEEP-** Claim Pending-Accept the package and note on the BOL the damaged packaging and state “FREIGHT DAMAGE KEPT, CLAIM PENDING”
- **REFUSE-** Refuse the shipment entirely and note the damage to the BOL and state “FREIGHT DAMAGE REFUSED.”

After Inspection

- **Shipments with No Visible Shipping Damage:** Sign for the shipment as clear, then unpack and inspect all items within 14 calendar days and report any damage claims immediately.
- **Shipments with Visible Damage:** If you find any damage, it is crucial to document the specific details on the driver's copy of the B.O.L before signing using the exact wording as outlined below depending on if you decide to **KEEP or REFUSE** the shipment.
- **KEEP the Shipment-**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
- **REFUSE the Shipment-**Refuse the damaged PRODUCT and note on the Bill of Lading (B.O.L.) “FREIGHT DAMAGE REFUSED.”

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