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FREIGHT DAMAGE & FILING A CLAIM

Freight Damage

We have taken every precaution to insure the safe arrival of your order. Even though Century's responsibility ceased when the carrier picked up the shipment in good order, Century will handle the claim process once the customer has reported and filed the claim with the carrier. Read this section and the following "Filing A Claim" and "Returns" sections carefully.

Filing A Claim

Customer Responsibility

- 1 Customer **must** notify the carrier immediately and file the claim with the shipper in order to start the claim process. This is a requirement of most carriers.
- 2 Notify Century immediately either by phone or fax. You will need to provide the following information; your company name, address and phone number[s], ship to address [if different], claim number and contact person's name, your purchase order, items damaged, extent of damage and shipper information.
- 3 Copy all claim documents and either mail or fax to Century.
- 4 If items are to be returned to Century, Century will issue a Return Authorization Number for return shipment of goods. **DO NOT** return items without a Return Authorization Number. Any unauthorized returns will be refused and returned at customer's expense. The Return Authorization Number must appear on all product cartons returned and on all return documentation. See "Returns" section for details.

Century's Responsibility

- 1 **Once all information is received from customer, Century will handle all aspects of the claim through to finality.**
- 2 Upon request and as needed, Century will provide customer with documents, details and results regarding the claim.

Century Architectural Specialties sells most of our products on an FOB origin basis. Once packaged and loaded in the outbound carrier's transport, title or ownership is passed to the buyer. Therefore, the filing of claims resulting from loss or damage occurring while in transit is the responsibility of the buyer. The responsibility for damage in transit is the carrier's, regardless if it is visible or concealed damage.

Certain laws governing the filing of claims exist to protect the rights of both carriers and the shipping public. Briefly they are: 1] timely filing, 2] fair determination of the amount of damage, and 3] properly documented and supporting evidence the damage actually occurred while in transit or in the possession of the carrier. The carrier legally cannot pay a claim until he has assured himself these requirements have been met. The filing of claims is not complicated or confusing if a few simple "do's and don'ts" are observed. Century Architectural Specialties will handle the claim process through to finality, once customer has timely filed the claim.