

DAMAGED FREIGHT PROCEDURE

NEW MORNING WINDOWS, INC.

All freight leaving our dock is signed for by the carrier as being in "apparent good order." At this point, New Morning Windows is released from responsibility for any damage that may occur to the freight. **When you sign that same freight bill, you are not only acknowledging receipt of the material, but also releasing the carrier (and New Morning Windows) from any damage claims, unless you have noted in writing on the freight bill any damage.**

If you receive any of our crated or packaged material with visible damage or later find "concealed damage," please follow the steps below. Remember that a freight bill is a legal document; **you must inspect your shipments carefully upon their arrival.** Note: An inspection of windows can be done without removing the unit from the crate. Simply remove or cut open the cardboard behind the wood crating slats.

1) If there is visible damage, refuse the shipment and immediately contact New Morning Windows' Service Coordinator. We will arrange for the expedited return of the material for inspection and repair. All damaged returned freight has top priority and will be returned to you as soon as possible. In some rare cases, an entire new unit or accessory will be required. If this is the case, the new material will be put through the production process on a rush basis.

2) If you elect to accept a visibly damaged crate or package, you must indicate that you are accepting potentially damaged material, in writing, on the freight bill (e.g. crate damaged on bottom right side). If you can ascertain what damage has occurred, note that on the freight bill (e.g. glass in window frame is broken). Your organization is responsible for filing all freight-related damage claims if you accept damaged material. Please contact New Morning Windows if this is the direction you choose to take so we can supply you with the needed replacement parts. Keep in mind that you will be charged for the replacement material needed. You must contact the freight carrier and request a damage inspection. This must be done immediately upon noting any freight damage, unless you choose to refuse the shipment. All crate and packaging materials must be saved until the inspection takes place. Damaged goods are the property of the freight company; they may ask to pick up the damaged material from you.

3) Concealed damage must be reported to the freight carrier within 10 days of receipt to be eligible for possible damage claim reimbursement. This time limit is not flexible, so be sure to inspect the contents of your crates within 10 days and carefully document any damage you find. Please contact New Morning Windows so that we can supply you with the needed replacement parts. Keep in mind that you will be charged for the replacement material. You must contact the freight carrier and request a damage inspection. Do so as soon as concealed damage is discovered. All crate and packaging materials must be saved until the inspection takes place. Damaged goods are the property of the freight company; they may ask to pick up the damaged material from you.

Please contact us if you have any questions concerning the above guidelines. Remember that the freight company is responsible to you for any freight damages; New Morning Windows has no liability whatsoever for freight damage and no control over your freight damage claims. However, we can assist you if you inform us in a timely and thorough manner and will do our best to properly protect your material with sturdy crating and packaging materials.

Most Commonly Used Freight Carriers

Yellow Freight System (Customer Service Center)

1-800-610-6500

Con-Way Transportation Services, Inc

1-800-755-2728

FOREGOING AN INSPECTION BECAUSE THE CRATING MATERIAL APPEARED TO BE IN GOOD CONDITION WILL PRECLUDE YOU FROM RECEIVING FULL REIMBURSEMENT ON DAMAGED FREIGHT MATERIAL.

Service