



DEAR VALUED GERKIN CUSTOMER,

Many of Gerkin's deliveries are made by a common carrier or a contract hauler. Gerkin contracts with these carriers to deliver windows and doors to your place of business or jobsites for larger projects. When the carrier takes possession of the windows and doors at our plant, the carrier takes over the responsibility for the care of the windows. The carriers are fully responsible for any damage during the delivery period. Gerkin Windows and Doors is not responsible for any freight damage. Only the trucking companies can cover the cost of freight damage. These carriers will not consider a freight claim unless the shipping paperwork has been noted as damaged. Photos of the damage is highly recommended.

Once the carrier arrives to unload the windows, it is your responsibility as the purchaser of the product to fully inspect every window and door for damaged packaging, cracked or broken glass, bent frames and marred finishes. All damage must be noted on the shipping papers/bill of lading in order for a damage claim to be started. If damage is found after the carrier leaves, no freight damage claim can be filed. Carriers will not accept concealed damage claims. If packaging looks damaged, it must be noted and the packaging should be removed to see if damage has occurred.

Due to the important responsibility of the delivery inspection, we highly recommend that a representative of your company be on site for all jobsite and warehouse deliveries. Gerkin will not allow a truck to be unloaded unless someone who is authorized to accept the load is on site or at a place of business where the delivery is being made. If no one is available to unload and accept responsibility for the delivery, the carrier will be directed by Gerkin to continue on its' route without unloading the truck. Any costs associated for redelivery will be charged to the dealer responsible for the order. We can't help you with a damage claim if you don't inspect and note damage as stated above, thus we cannot drop off a load without someone being present to unload the truck and authorized to inspect the load.

The discovery of damage after the fact becomes the responsibility of you the customer. We want to avoid this situation, thus the reason for this letter.

Thank you in advance for doing what is necessary to ensure that you protect yourself from unreported damage claims.

Sincerely,

Scott T. Gerkin

Vice President- Sales

