

JORLINK USA, INC. SHIPPING INSPECTION AND DAMAGE PROCEDURE

INSPECT FOR DAMAGE BEFORE ACCEPTING

ALL PRODUCTS SOLD BY JORLINK USA, INC. UNDERGO COMPREHENSIVE IN-LINE QUALITY CHECKS DURING MANUFACTURE BY OUR VENDORS. PRIOR TO SHIPMENT EACH UNIT IS THOROUGHLY INSPECTED TO ENSURE THAT IT MEETS THE HIGHEST QUALITY STANDARDS. THIS PROCEDURE ENSURES THAT ALL DEFECTS ARE FOUND AND CORRECTED BEFORE THE PRODUCT SHIPS. CAREFUL ATTENTION IS GIVEN TO THE PACKAGING OF EACH UNIT IN ORDER TO MINIMIZE DAMAGE DURING TRANSIT. HOWEVER, EVEN WITH ALL THESE SAFEGUARDS, SHIPPING DAMAGE MAY OCCASIONALLY HAPPEN. THEREFORE IT IS IMPORTANT

THAT THE RECEIVING AGENT FOLLOWS THE INSPECTION PROCEDURES OUTLINED BELOW PRIOR TO SIGNING FOR THE SHIPMENT:

UPON ARRIVAL, INSPECT THE PRODUCT PACKAGING FOR DAMAGE WITH THE DELIVERING DRIVER. NOTE ANY DAMAGE ON THE BILL OF LADING AND HAVE THE TRUCK DRIVER INITIAL THE DAMAGE NOTE TAKE DIGITAL IMAGES OF THE AFFECTED AREAS AND EMAIL TO SUPPORT@JORLINK.COM.

OPEN CONTAINER AND VISUALLY INSPECT FOR CONCEALED SHIPPING DAMAGE WITHIN 48 HOURS OF RECEIPT.

IF DAMAGE IS FOUND, AND THE FREIGHT WAS BILLED TO JORLINK NOTIFY US IMMEDIATELY IN ORDER TO MEET THE 48 HOUR REQUIREMENT FOR CLAIMS. OTHERWISE, THE CARRIER MAY REFUSE THE CLAIM. IF THIS OCCURS, THE RECEIVER WILL INCUR ANY EXPENSES FOR NECESSARY REPAIRS OR REPLACEMENT.

IF DAMAGE IS FOUND, AND THE FREIGHT WAS BILLED TO THE RECEIVER, THE RECEIVER MUST MAKE THE CLAIM WITH THE CARRIER. THE CARRIER WILL ONLY ACCEPT THE DAMAGE CLAIM FROM THE COMPANY BILLED FOR THE ORIGINAL FREIGHT CHARGES.

IF DAMAGE IS FOUND, ALL PACKAGING MATERIALS MUST BE KEPT WITH THE DAMAGED UNIT. TAKE DIGITAL IMAGES OF THE AFFECTED AREAS AND EMAIL TO JORLINK.

ONCE WE HAVE BEEN NOTIFIED, AN INSPECTION WILL BE REQUESTED FROM THE CARRIER. IT MAY TAKE UP TO A WEEK TO GET AN INSPECTOR TO THE RECEIVERS' LOCATION. IF THE UNIT IS INSTALLED OR PACKAGING IS DESTROYED, ALL RIGHTS TO A DAMAGE CLAIM WILL BE WAIVED AND JORLINK WILL NOT BE HELD LIABLE FOR CHARGES, REPAIRS, OR REPLACEMENT.

FORWARD COPIES OF ALL DOCUMENTATION TO JORLINK, PREFERABLY BY EMAIL: SUPPORT@JORLINK.COM OR FAX (212) 656-1499, TO ENSURE ADEQUATE TIME TO MAKE THE CLAIM WITHIN THE 48-HOUR DEADLINE.



FRAGILE
HANDLE
WITH CARE

NOTE: All rights to claims for shipping damage are forfeited if the product is not inspected and if we are not notified immediately so that the claim can be filed within 48 hours of product delivery. Jorlink is not responsible for damage incurred while shipping to a second location, mishandling during installation, or mishandling during warehouse storage. Please make sure the receiving warehouse and/or installer understands the above procedures. If a claim is not filed with the carrier within 72 hours of receipt of goods, it will be assumed by the carrier and Jorlink that any concealed damages occurred at the customers site and all rights to claims will be forfeited.