

DAMAGED MEDIA

We are here to bring you the best evaporative cooling media in the industry. Precautions and procedures are used to ensure that your products are received in good operating condition. Unfortunately, media can be damaged in the shipping process.

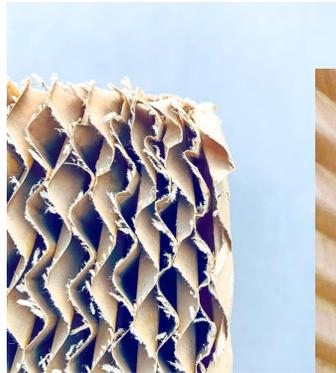


What is considered damage?

There are two types of damage; cosmetic & performance

Cosmetic Damage: Still usable media

- a. One sheet of damage
- b. Torn or slightly punctured
- c. Does not effect performance
- d. Minor corner damage



Performance damage: Not usable media

- a. More than One Sheet of Damage
- b. Deep tearing or puncturing
- c. Damage effects the integrity of the pad
- d. Unable to perform to full performance
- e. Meets requirements for replacement



RECEIVING DAMAGE MEDIA



Steps for Accepting Damage Shipments:

- Step 1:**
Inspect shipment for damage.
- Step 2:**
DO NOT REFUSE SHIPMENT! Even if it is damaged do not refuse.
Accept the shipment from the freight carrier, however, do not sign the delivery receipt until you have noted the damage to the product boxes or pallets on the delivery receipt.
- Step 3:**
Note the total damaged pieces on delivery receipt
- Step 4:**
Photograph all the damage
- Step 5:**
Reach out to your vendor to get the freight claim moving along.

Helpful Hint:

- *When in doubt, write on the delivery receipt: Possible Damage per Inspection.
- *Sometimes if a box is damaged not all the material inside is damaged.

Freight claim for 3rd party billing & collect billing shipments:

fill out the freight damage claim form and supply a copy of your product invoice for re-imbursement for your product. We will send your replacement products under a separate purchase order which you can use as the product invoice for the freight company.

ATEC/Indirex freight claims (Pre-paid shipments):

Send a copy of your signed delivery receipt noting product damage as mentioned above and an inventory of the specific pieces damaged during the shipment. Please also include pictures to show punctures or tears. You can email the information to office@haveacoolday.com. ATEC/Indirex will send out your replacement product and file the necessary freight claim form.

