

Guidelines for Receiving a PodRunner®

Thank you for ordering from PodRunner®. This document will serve as a guideline for experienced shippers/receivers. Or for our customers who don't ship/receive on a regular basis, we ask that you read the instructions below.

Please give a copy of these receiving instructions to anyone in your organization that will be signing for your shipment!

Responsibilities:

Rescue 42. It is our responsibility to ship your product in packaging that meets or exceeds industry standard shipping requirements. All merchandise leaving our docks is packaged appropriately for the shipping method being used. We shipped your product FOB origin, freight prepay and add unless other arrangements were made with your salesperson when the order was placed. If you asked us to use your freight/UPS account, there should be no additional shipping charges on your invoice.

Transportation Company. It is the transport company's responsibility to pick up your shipment from our docks and deliver to you per their prescribed internal and published guidelines. It is their responsibility to handle your package carefully so that no damage is done to your product using their shipping/handling methods.

Client Company. It is your responsibility to inspect your package or shipment carefully before you sign ANYTHING. Your signature is part of the shipping company's legal documentation that your package was delivered and there were no damages to your merchandise while it was in their care.

The vast majority of shipments are on time and undamaged. However, shipping damage does occur. It is critical that you read, understand, and follow these procedures before signing any shipping papers.

Once a package has been signed for, the product is considered delivered by both the transportation company and Rescue 42 Inc.

See instructions below if there appears to be damage to the product or wrapping. Even a slight tear or dent. If there are any damage claims, you as the buyer, file against the trucking company and will receive compensation directly from them. We do this because we are not there personally to inspect/accept the shipment when it arrives. We do not know your dock, receiving conditions or staffing. Use the included photo(s) of your shipment taken from our dock to compare to what you're receiving.

There are 3 common types of damage:

1. The product is obviously damaged, bent, scratched. You can see it immediately and the product is not useful for your purposes.
 - a. Before the driver leaves: You should refuse to accept this delivery and the driver will take it back with him. Sign the bill of lading as damaged – refuse to accept delivery. You must take photographs of the damage and email them to us so we can talk to the shipping carrier intelligently about the problem.
2. The box or wrapping appears to be torn, dented, punctured, etc., but it's not possible to tell if the product is damaged unless you detain the driver while a thorough inspection is made.

- a. Before the driver leaves: You should take the time to unwrap the package or at least enough to tell if there is damage you don't want to accept. If you accept the shipment, sign the bill of lading as torn packaging, subject to more thorough inspection for additional damage claim. If you need to refuse the product after more thorough inspection, you will file the freight claim.
3. Concealed damage. The box shows no obvious tears or crunches. Upon opening and examining the product, you find damages and do not want to keep it.
- a. Before the driver leaves: Look again. Even a small dent or breach in packaging can damage product if it's impacted in an odd way. We recommend you put on every bill of lading: "packaging torn, acceptance subject to closer inspection." Many freight companies are now refusing to pay any claims, concealed or not, when there is no notation of a problem on the bill of lading.

Drivers have schedules to meet and are not happy about delivering a product that is obviously damaged in transit, but they are responsible for delivering your shipment correctly. Don't let a hurried or irritated driver intimidate you into signing a bill of lading as good, when you see the product or wrapping is damaged.

All noted damages to freight must be reported to the trucking company within 10 calendar days. If you see the package has damaged packing, and you have notated it on the bill of lading, you have 10 calendar days to unwrap, inspect and report back to the freight company that you don't want the product after closer inspection. You file all freight claims except items that are turned away upon original delivery.

Signing a transportation company's delivery receipt, with no notice of damage, declares that you have received the merchandise in good shape.

Freight damage really does not happen very often. We want you to know what to do in the case it does. Please do not hesitate to contact us if you have any questions receiving a PodRunner® before, after, or during delivery.

We appreciate your business and look forward to a long and happy relationship with your company.

Sincerely,
PodRunner Inc