



Freight Receiving Policy and Procedures

The following policy and procedures will aid Perfect Fit Closets in the freight loss and damage claim process. **Noncompliance with this policy and procedures may result in dealer (referred to hereinafter as "dealer," "you," or "your") forfeiting the right to request returns of, repairs to, or credits for, lost or damaged goods, in Perfect Fit Canada's sole discretion.**

Perfect Fit Canada shipments are sent F.O.B., which means ownership transfers from Perfect Fit Canada to dealer when signed for by the trucking company. It is the responsibility of dealer to inspect all shipments upon arrival and report any loss or damage before signing the delivery receipt. In the event of loss or damage during transit, Perfect Fit Canada will initiate claim filing with the carrier on dealer's behalf. **If the delivery receipt is not signed for correctly or if dealer fails to comply with any of the other terms of this policy and procedures, dealer forfeits its right to request returns of, repairs to, or credits for, lost or damaged goods contained within the shipment and any replacement costs will be the responsibility of dealer.**

A qualified dealer representative must receive, inspect, and sign for all deliveries. The representative's signature on the delivery receipt is acknowledgement that the order has been received complete and also in excellent condition. Failure to notify the freight company immediately of loss or damage **will** constitute dealer's unqualified acceptance of the shipped goods with no rights of replacement or any other recourse.

All of dealer's employees and/or representatives must thoroughly review this freight receiving policy and comply with all procedures outlined below to preserve dealer's right to request returns of, repairs to, or credits for, **lost or damaged** goods.

INSPECT SHIPMENTS BEFORE SIGNING DELIVERY RECEIPT

It is dealer's responsibility to take the following actions for each shipment. This pertains to all goods that are shipped via freight carrier or a parcel carrier such as UPS. Dealer's failure to comply with the procedures set forth below, or any other term of this policy and procedures, will constitute dealer's unqualified acceptance of the shipped goods with no rights of replacement or other recourse.

1. Count the number of skids and/or boxes to confirm quantities delivered are correct as stated
 - If you receive a shipment with a shortage, note the shortage on the delivery receipt
2. Examine the skids and/or boxes and look for:
 - Damage or defects (example: broken pieces, skid or box that appears to have been tampered with or repackaged)
 - Holes where a forklift blade may have penetrated the skids and/or boxes
 - Indication that the skids and/or boxes sustained a tip-over or strong impact



- Indication that the skids and/or boxes were dented, opened, or crushed
3. If you **DO NOT** see damage to the skids and/or boxes:
 - Count and write the exact number of skids and/or boxes received on delivery receipt
 4. Sign the delivery receipt If you **DO** see damage to the skids and/or boxes:
 - Write "visible skid and/or box damage" on delivery receipt. Be as specific as possible noting product damage. When estimating the number of items damaged, consider that there may be more damaged than what you can readily see.
 - Send a copy of the delivery receipt to your Perfect Fit Canada Customer Service Representative or attach a copy to Customer Concern Form (CCF) within 24 hours.
 5. Retain a copy of the signed delivery receipt for your records

Important Note: The delivery truck drivers must allow you to inspect and note lost or damaged goods at the time of delivery. The delivery driver cannot tell you that you shouldn't sign for the shipment as damaged or short.

AFTER DELIVERY RECEIPT IS SIGNED

If damage is noted on your delivery receipt:

1. Take digital pictures of damaged goods.
2. Within one week of receipt of shipment, unpack the skids and/or boxes and carefully inspect the goods for concealed damage, regardless of noted damage at time of delivery. If you find any concealed damage to the goods, call the freight delivery company immediately and provide the delivery receipt number. Document the following:
 - Representative you spoke with
 - Date and time of call
 - Request for an inspection if number of goods damaged is significant
3. Submit a customer concern form to Perfect Fit Canada after the freight delivery company has been contacted.

If a shortage is noted on your delivery receipt:

1. Contact your local carrier terminal. Carriers will need 3-5 days to conduct a search for the missing goods.
2. If further assistance is needed, contact Perfect Fit Canada Customer Service.

CUSTOMER CONCERN FORM (CCF) PROCEDURES:

To preserve your rights to request returns of, repairs to, or credits for, lost or damaged goods, the following procedures must be followed:



1. A customer concern form needs to be filed with Perfect Fit Canada within two (2) weeks of receipt of goods.
2. The customer concern form must be filled out completely.
3. All required information regarding the part number, order number, quantity, etc. must be filled out.
4. A credit or replacement can be requested for the lost or damaged good(s). If ORG Home decides to replace the lost or damaged good(s), a new order will be placed at the cost of the good(s) and a credit will be issued for the lost or damaged good(s).
5. You must submit photos showing proof of damaged goods.

In those cases where replacement goods will be provided, Perfect Fit Canada will endeavor, if requested by dealer, to ship such goods the day after Perfect Fit Canada receives the Customer Concern Forms if the Customer Concern Forms are received before 2:00 pm PST; if the forms are received after 2:00 pm PST, Perfect Fit Canada will endeavor to ship the replacement goods on the second business day after the forms have been received.

Replacement goods will typically be shipped by default via UPS Ground or your next scheduled LTL shipment.