

# Product Policies and Handling Procedures

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# Freight Receiving Policy and Procedures

- **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.

# Acceptance of Product from Shippers

**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.

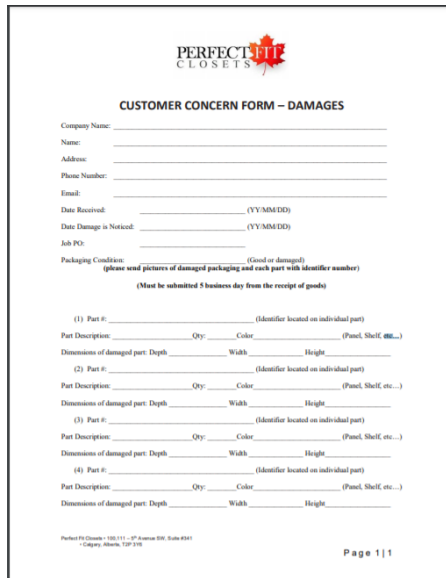
- **1.** Count the number of skids and/or boxes to confirm quantities delivered are correct as stated • If you receive a shipment with a shortage, note the shortage on the delivery receipt
- **2.** Examine the skids and/or boxes and look for: • Damage or defects (example: broken pieces, skid or box that 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 5 business days 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

- **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 **5 business days** 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). Perfect Fit Canada 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, to ship such goods in a timely manner after Perfect Fit Canada receives the Customer Concern Forms.
- Replacement goods will typically be shipped by default via UPS Ground or your next scheduled LTL shipment



**PERFECT FIT CLOSETS**

**CUSTOMER CONCERN FORM – DAMAGES**

Company Name: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date Received: \_\_\_\_\_ (YY/MM/DD)  
Date Damage is Noticed: \_\_\_\_\_ (YY/MM/DD)  
Job PO: \_\_\_\_\_

Packaging Condition: \_\_\_\_\_ (Good or damaged)  
*(please send pictures of damaged packaging and each part with identifier number)*  
*(Must be submitted 5 business day from the receipt of goods)*

(1) Part #: \_\_\_\_\_ (Identify located on individual part)  
Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of damaged part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

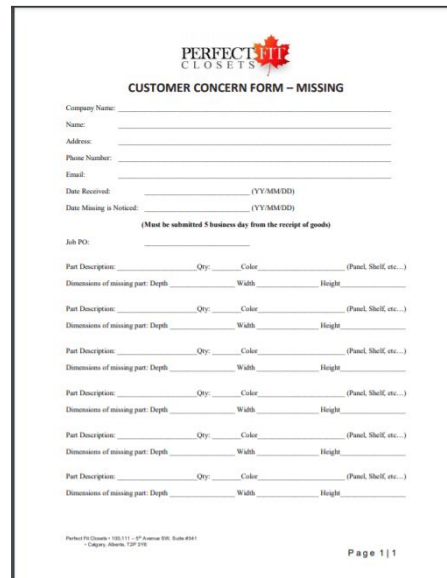
(2) Part #: \_\_\_\_\_ (Identify located on individual part)  
Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of damaged part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

(3) Part #: \_\_\_\_\_ (Identify located on individual part)  
Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of damaged part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

(4) Part #: \_\_\_\_\_ (Identify located on individual part)  
Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of damaged part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

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**PERFECT FIT CLOSETS**

**CUSTOMER CONCERN FORM – MISSING**

Company Name: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date Received: \_\_\_\_\_ (YY/MM/DD)  
Date Missing is Noticed: \_\_\_\_\_ (YY/MM/DD)  
*(Must be submitted 5 business day from the receipt of goods)*  
Job PO: \_\_\_\_\_

Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of missing part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of missing part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of missing part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of missing part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

Part Description: \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_ (Panel, Shelf, etc...)  
Dimensions of missing part: Depth \_\_\_\_\_ Width \_\_\_\_\_ Height \_\_\_\_\_

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CCF Forms are located in the “Policies” tab in the Perfect Fit Closets Portal.

# Packaging

## What to expect for your Shipment:

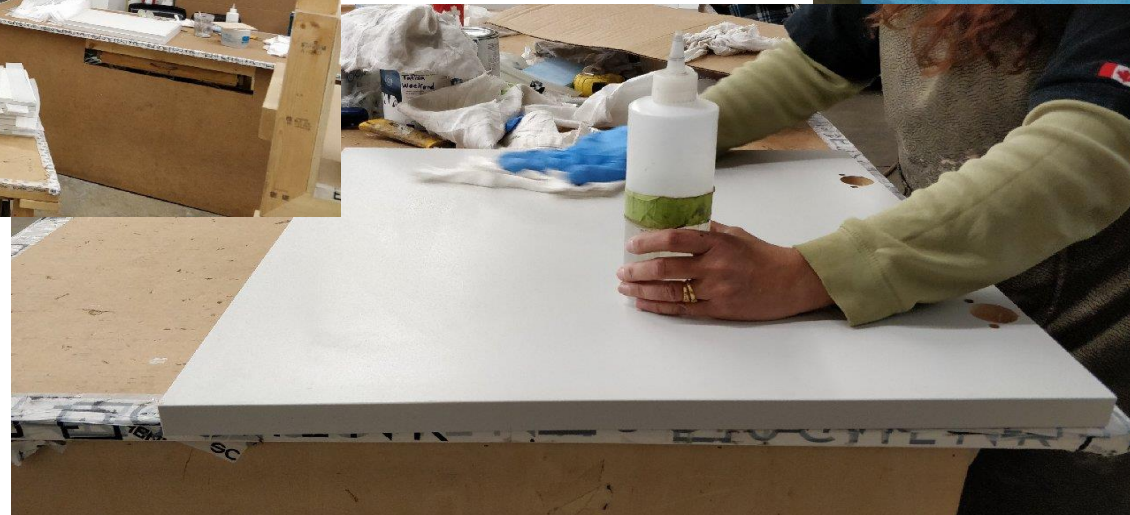
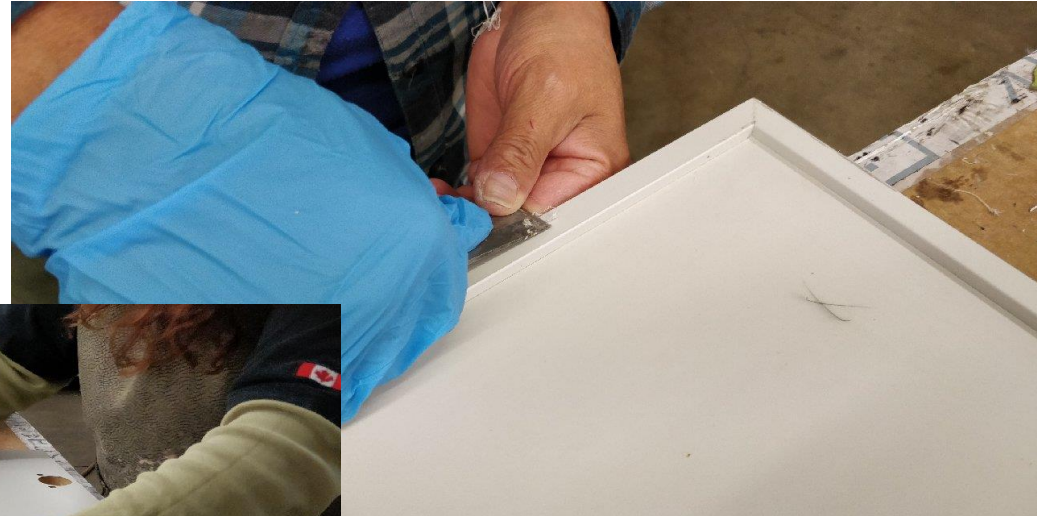
- Our Packaging Team carefully positions each board onto the pallet to ensure unity between each piece to eliminate movement and chipping during transport. We then shrink wrap the entire load followed by fully encased high density cardboard and with metal strapping to secure it to the Pallet. We also identify ontop of the cardboard a “Do Not Stack” sign in hopes that no other loads during transport are stacked ontop.



# Quality Control (QC) department

Our Quality Control Department looks at every side and edge of your product and deems it acceptable or not acceptable prior to shipping.

- If Acceptable: Our Team will touch up the affected areas using Color Match Filler Sticks
- If Not acceptable: Our team will discard the board and have it remade



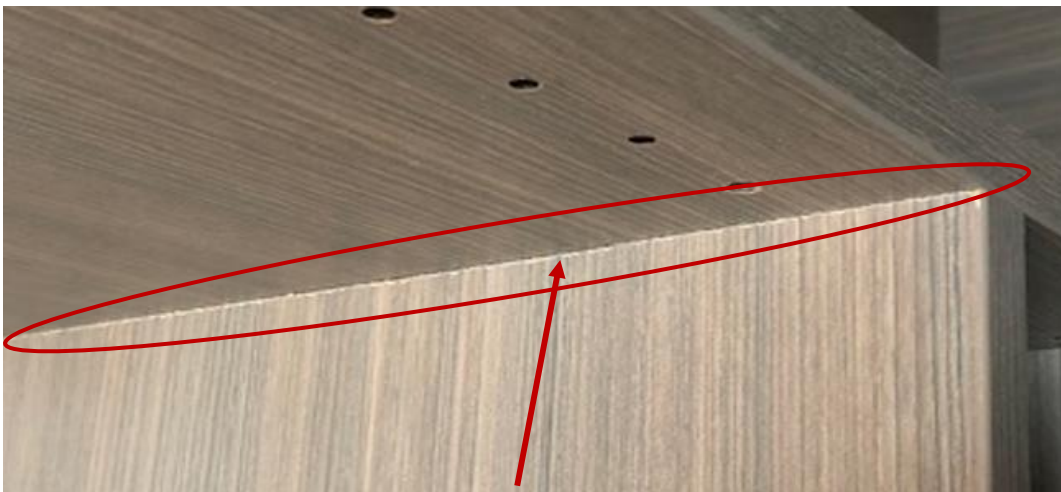
# Warrantied Chipping

Below are examples of chipping that was created by Manufacturing and that will be warrantied under its Warranty program.

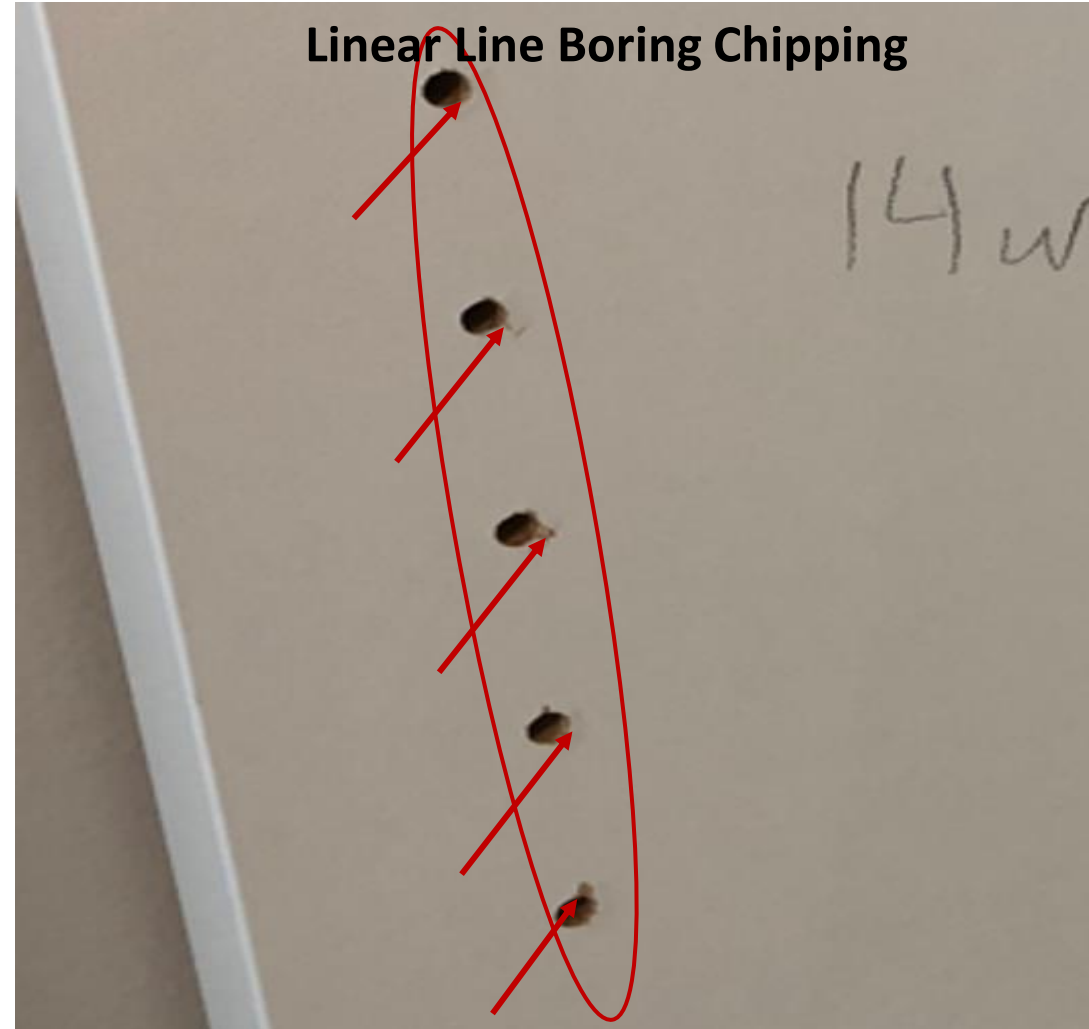
-This is typically done when the routing bit from the CNC is dull or bent.

-Please fill out CCF Damage document

**Continued Chipping across board**

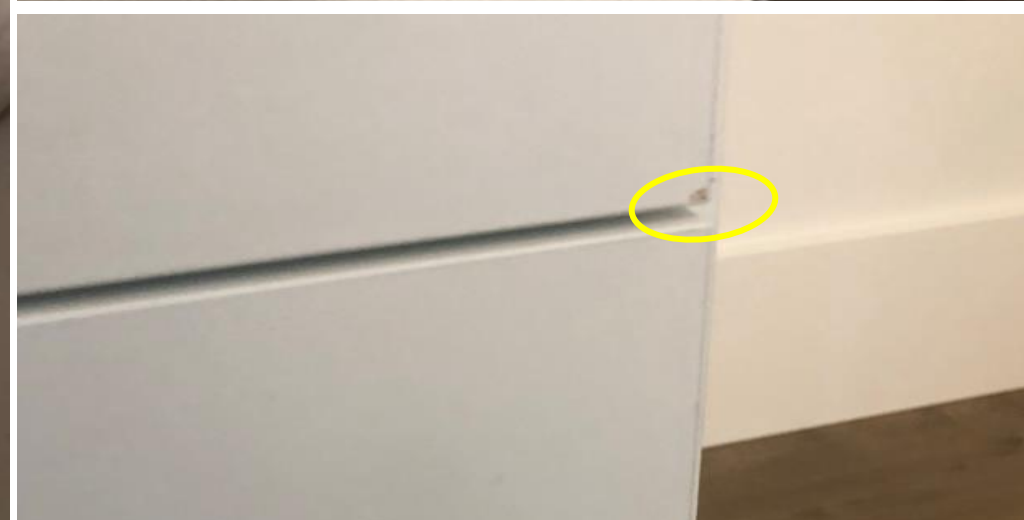
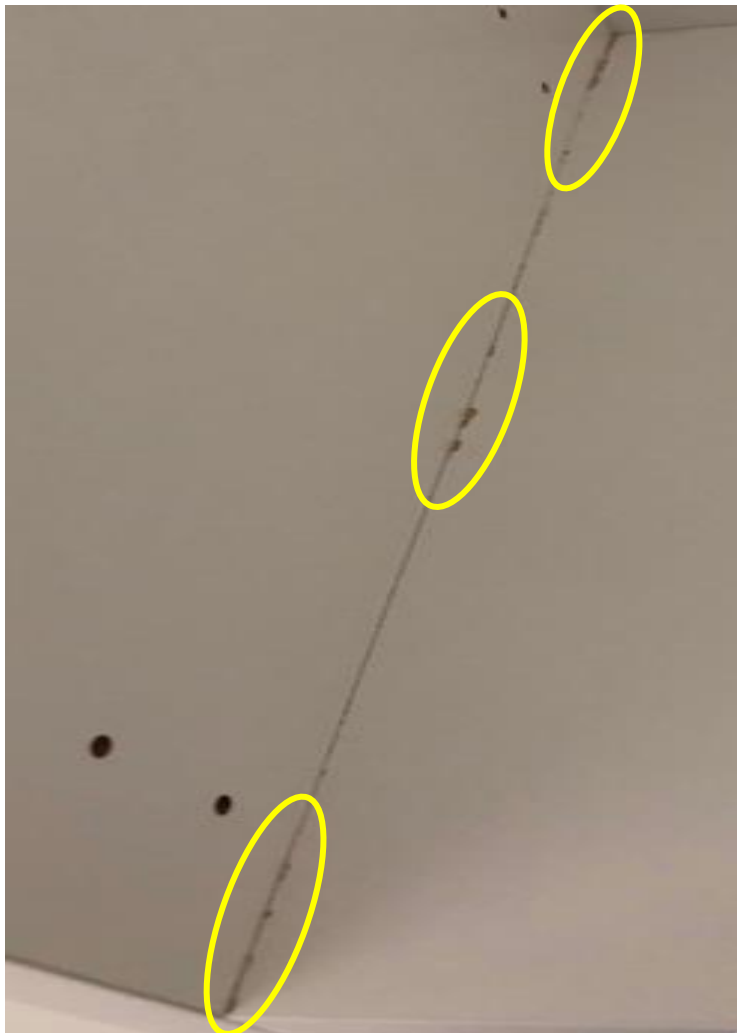


**Linear Line Boring Chipping**



# Acceptable Chipping

Below are examples of chipping that is not manufacturing related and should be rectified by the use of Filler Sticks  
-Typically due to the mishandling of the product. (Please see next page)



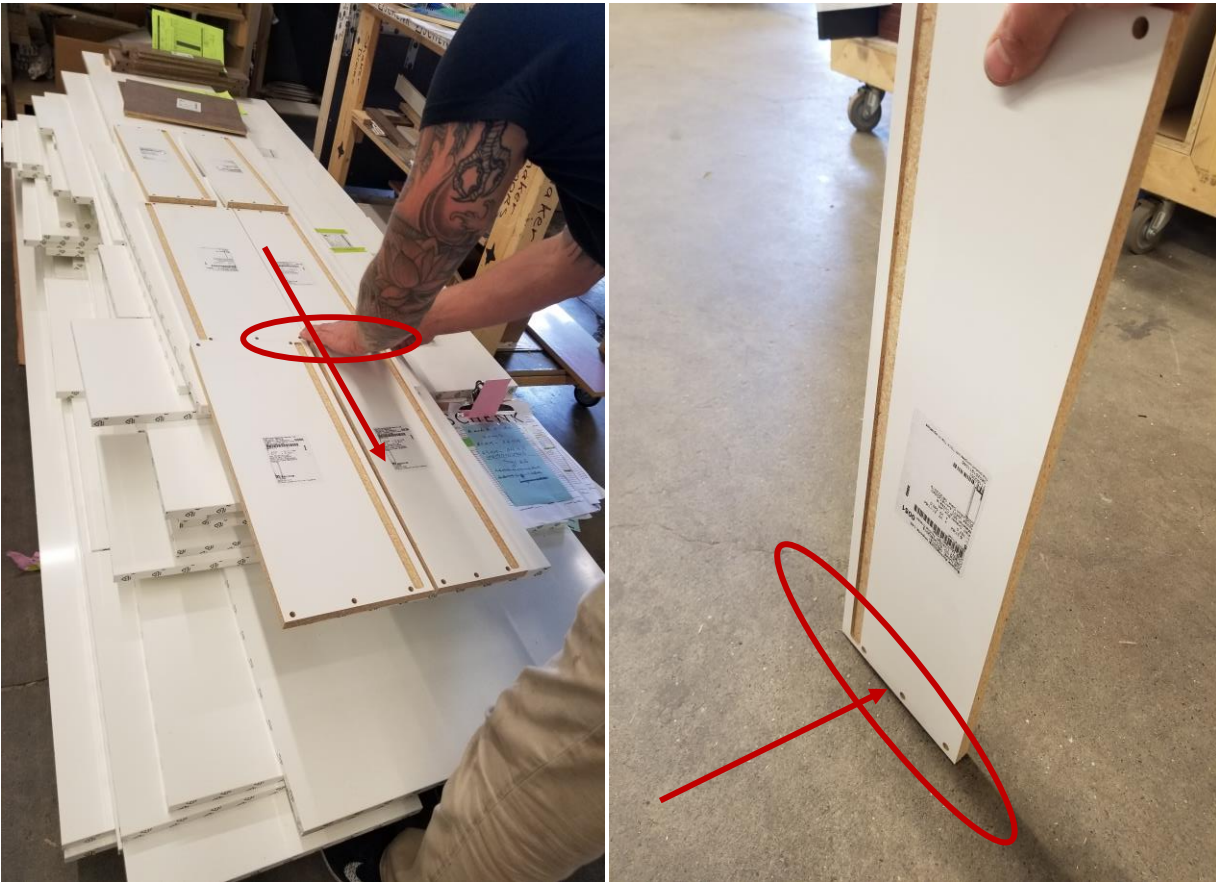


# How Chipping can occur

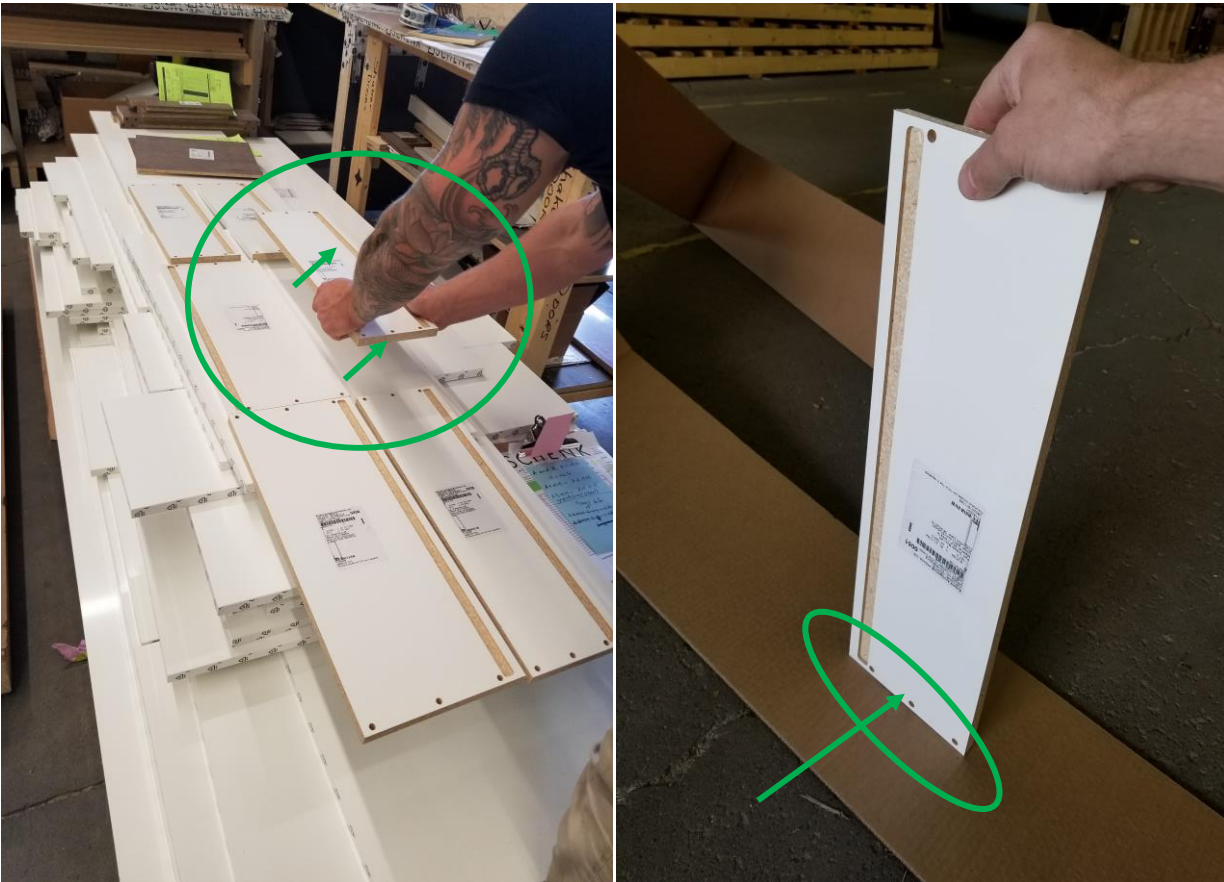
- Chipping is due to mishandling of the Product where the veneer edge without edge banding are chipped away in inconsistent formations which is the opposite to manufacturing continuous chipping.
- **Ways mishandling is typically done:**
  1. Sliding material on top of each other when unloading from a Truck or service vehicle.
    - This process catches the leading edge of the material below and which result in instant chipping
    - This is commonly done when stacking multiple shelves together of varying lengths.
  2. Sliding Panels (Gables) off of a Pallet that has product underneath.
    - This process can catch line boring holes as well catch long leading edges when twisted during pickup.
  3. During the staging Process, material is typically leaned up against a wall to save on floor space. Where complacency happens is when the staging area or area being worked in has a hard substrate flooring material such as Tile, Marble or Concrete and a soft substance such as cardboard isn't used under the product.
    - The result in this is instant chipping.
- **Important Note:** Care and attention should be taken to minimize chipping and service work.

# Improper and Proper handling techniques

**Improper Lifting and Placement**



**Proper Lifting and Placement**



# Training in Chipping repair

A rub-on putty and wax stick that fixes and eliminates scars, scratches, gouges, and abrasions on furniture, picture frames, leather, plastics and paneling. Accepts any type of top coat. Note: Colors are approximate representations of actual colors using modern process techniques. Variations may occur.

- **Step 1:** Use the Leveler Card or an old charge card or a plastic putty knife to remove any loose splinters in the area to be filled, especially splinters that rise above the plane of the surface.
- **Step 2:** Pick the color of Fill Stick that is closest to the finish on your furniture. If there is no exact match, a color that is a little too dark will look better than a color that is too light.
- **Step 3:** Briskly rub the end of the Fill Stick over the damage, applying pressure as you rub. Stop the application when the damage is filled.
- **Step 4:** Scrape away the excess Fill Stick material with the Leveler Card, old credit card or a plastic putty knife. Angle the card in the direction you are scraping. Scrape until the fill is even with the wood.
- **Step 5:** Excess wax around the repair area will appear shiny. Use a soft, clean cloth to wipe away the excess wax around the edge of the fill. Be careful not to wipe the repair.

Youtube Video: <https://youtu.be/xjDqITxg2do>

