



Customer Freight Damage Claims Policy

All shipments are F.O.B. origin. C. Hoelzle Associates, Inc. cannot be held responsible for freight damage that occurs in transit to or from our location.

CHA makes every effort to provide superior packing materials in order to prevent damage during shipping. It is the customer's responsibility to properly package shipments coming into CHA. If you have questions regarding proper packaging specifications, please call our logistics supervisor at 949 - 251 - 9000.

It is CHA's policy to declare value on (insure) all outbound shipments over \$100. Normally, all outbound shipments will be covered under the carrier's insurance. If the customer elects to decline insurance, he/she must do so in writing, on company letterhead. This document is kept in the customer's permanent file. The customer assumes all responsibility after the shipment has left our dock.

In the event the product is damaged in transit to the customer site, the customer must take the following steps:

1. If there is physical damage to the carton, the customer must note it on the waybill or delivery document; sign and date it. Concealed damage may reduce the liability of the carrier by 50%.
2. Retain the original shipping carton. Failure to do so may void the claim.
3. Hold damaged product at the destination point. Moving the damaged product to a different site will void the freight claim.

In the event the product is damaged in transit to CHA, CHA will take the above steps. CHA will notify the customer immediately of any product received with freight damage. Upon request, we will do a repair estimate, which will include a \$75 fee to assist in the freight damage claim.

If you elect not to have the freight damaged product repaired, the unrepaired product will be returned to you freight collect.

In both cases, the CUSTOMER must call the carrier to report the damaged product as follows:

FEDERAL EXPRESS: They will arrange an inspection and credit the freight charges on the original shipment only. After the damage has been assessed, a check will be issued to the recipient.

AIRBORNE: Same as Federal Express.

COMMON CARRIER (truck freight): They will arrange an inspection. Most carriers will credit the freight charges. When the extent of the damage is known, the claims department for that freight company will issue a check for the repair or replacement of the damaged goods.

UNITED PARCEL SERVICE: Request an inspection. UPS will pay the sender for the damaged product. If the product was not shipped to you COD, UPS will pay CHA and CHA will then reimburse your company. Do not return the material to CHA yourself. UPS will take the damaged product and return it to CHA for repair estimate when applicable.

Other carriers: Call the carrier to find out the proper procedure to file a claim.

CHA is not liable for damages sustained while the product is in transit. We supply top quality material and we are NOT in the freight business. The customer is financially responsible for payment of the product. We will attempt, to the best of our ability, to assist you with your freight claim, however. Non - payment will result in collection through legal channels.

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