

## Freight Receiving Instructions

When a shipment is received, please follow these instructions. It is your responsibility to check for damage, and inform Coast Sign Shipping and the Project Manager ASAP of damage.

When received, unload and carefully inspect the crate or packaging. If there is visible damage to the product or container, note this on the delivery receipt. Be as detailed as possible.

If the Tip N Tell labels on the crate are registered blue, note this also. Tip and Tell Damage Indicators Tip-N-Tell Shock Detector warning system consists of two labels along with the Tip-n-Tell Damage Indicator. Once Damage Indicator label is affixed to the shipping container to explain the indicator's function, while the second label is attached to the bill of lading to give notice that the shipment is being monitored. The Red Plastic Damage Indicator with the adhesive backing Sensitive Tip N Tell Indicator itself is affixed to the container and shows blue beads in the arrow if the shipment has been Tipped, Mishandled or Overturned during transit.

If there is no apparent damage and the driver will not wait for you to open and inspect the contents, note on the receipt "Driver could not wait, will inspect immediately." Immediately open and inspect the product. If you find damage, stop unpacking and call the freight company. Tell them you have "concealed damage" and request an inspection. Save any packaging that you removed. If at all possible, unpack remainder with inspector present. If you cannot wait for the inspection, try to obtain a written waiver from the freight company. Take digital photos of damage. Email photos and a copy of the signed BOL to [shipping@coastsign.com](mailto:shipping@coastsign.com) or fax to (714) 999-5473

It is very important that you note any damage that can be observed or call for an inspection as soon as damage is discovered. If the delivery receipt is signed clear with no damage noted, it is almost impossible to prove the damage is the carrier's responsibility.

### NEVER REFUSE SHIPMENTS

If you have any questions, please call (714) 520-9144. We will answer any questions about these instructions or claims.

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