



There are two kinds of damage: open and concealed (unseen). The following procedures must be followed to help us file a freight damage claim.

- Rainier Shade files ***all*** freight claims with ArcBest.
- The Delivery Report **MUST** be signed with Exceptions and/or Visible Damage. This must be done while the driver is present. Although Rainier Shade has nine (9) months from the date of delivery to file a claim with ArcBest, we will process your claim internally within 2-3 business days.
- We ***strongly recommend*** receiving items whether or not the item will be replaced entirely.

Open Damage

- Prior to signing the Delivery Report, inspect the carton on all sides. It is very important to have photos when filing a claim. Marks and blemishes on the outside could mean possible damage on the inside.
- Please make sure you get a photo that shows the ***entire carton*** so that we can determine the location of the damaged area. Only if pertinent, take a closer and more detailed picture.
- Once that is completed, you ***MUST sign the Delivery Report with Exceptions.***
- ***Do not*** dispose of damaged merchandise until the claim is complete. All freight must be held until the end of the investigation.
- A close up photo that shows the damaged area out of context is not as useful.

Possible Concealed Damage

- IMPORTANT - When unpacking a unit that you think may have concealed damage, take notes and PICTURES of any packaging material at the point of impact.
- If nothing is visible except abrasions, scuff marks, dents, etc., take PICTURES.
- You **MUST** sign the Delivery Report with Exception of possible internal damage.
- If damage is discovered after opening the package, take a PHOTO. Make sure that you provide us with photos that show the location of the damaged area and any packaging that is affected.
- If you signed the Delivery Report without Damage, you have ***three (3) days*** to report to Rainier Shade any damage you may have found inside the carton.

Replacement Parts

If replacement parts are needed, please list them in an email, attach the photos, and send the email to shade@rainier.com, and your Sales Representative.