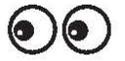


Receiving Damaged Goods

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



Please inspect your deliveries and sign for your delivery with possible concealed damage if the box appears damaged in any way.



In case of damage, please arrange for the carrier to inspect the goods to determine the amount of damage for your freight claim. **Eclipse Outdoor is not responsible for any shipping damage not signed for at time of delivery.** Please call us if you need any assistance. All freight is F.O.B. Middletown, New York or Statesville, North Carolina.

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 reports 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 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 Shading about 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 shadeproducts@eclipseoutdoor.com, and your Sales Representative.

