

Packaging, Freight and Freight Claims:

Doors are wrapped and strapped using particle board, plywood, steel banding and heavy cardboard as the order dictates. Packaging is included in your price.

All freight is shipped from Summit Woodworking on an F.O.B. Mill basis unless specifically quoted F.O.B. your destination. Our normal procedure is to pay the freight here and add it to your invoice. We carry considerable discounted freight rates to most areas of the United States for both LTL and full truck shipments. If necessary we will have your freight rates quoted. You should remember, however, that freight rates are dependent on many variables and are subject to changes beyond our control.

Your doors will be carefully inspected and wrapped before leaving Summit Woodworking's dock. Any freight damage claims must be made directly to the transport company. Do not accept shipments which are damaged or have shortages without first noting the discrepancies on the transport company's freight bill.

We highly recommend that you inspect, very carefully, all goods received ***before the delivery driver leaves your premises***. There may be concealed damages, and if the driver is present upon your discovery of the damage your claim will be a stronger one.

If you believe that your shipment has sustained freight damage:

- A.) Note obvious damage at the time of delivery - be specific - taking pictures is a good practice.
- B.) Contact the transport company immediately.
- C.) Hold all damaged goods and packaging for inspection.
- D.) If damage is concealed and not obvious at the time of delivery, the same procedures should be followed as soon as it is discovered.
- E.) Notify Summit Woodworking as soon as possible - we may be able to assist you in your claim process.

Responsibility for payment after filing a Freight Claim:

Please note that it is still your responsibility to pay for freight and to pay our invoice in full. Repairs will be reimbursed by the freight company.

Shortages and/or Defective Merchandise:

If your order has an apparent shortage, please contact the Operations Manager of Summit Woodworking within ***five days after receipt of your order***.

Defective merchandise should be reported within five days of receipt of order. Defective products must be held by the customer for inspection by a Summit representative. Merchandise which has been disposed will not be considered for claim. Summit Woodworking must approve all returns and transportation of defective merchandise. Failure to follow Handling, Finishing and Installation Instructions will negate a claim. (See limited warranty section for further information on defective merchandise.) ***Any charges to repair defective or freight damaged merchandise must be approved by Summit Woodworking prior to the work being completed.***