



LAST MINUTE REMINDER: CHECK YOUR FREIGHT

Our delivery agents DO NOT unload freight. You are responsible for supplying labor to unload the truck(s). To unload the shipment, it is best to have 3 to 4 people available. If a lift gate is needed, please let your salesperson know this in advance, generally there is a 150.00 to 250.00 extra charge for the lift gates. If your order is shipping via flatbed trailer you will need the offload by hand or have a forklift at the site upon equipment arriving.

Inspect equipment and list any damage to the freight bill. Inspect all boxes and crates. If you will not be installing your equipment right away, please make sure that you uncrate and inspect your cooler panels, doors, cooler doors & frames, "do not sign bill of lading for Freight Company until you have inspected all equipment for damage, if driver tries to rush you, he must wait for your approval to sign bill of lading. If damage is found you must note it on the bill of lading, fully stating that there are damaged panels or equipment".

It is very important to call the AWIC Refrigeration Logistics Department to report damage and, if need be, reorder replacements for any damaged pieces/s.

Freight Claims: When AWIC coordinates shipping, the customer is responsible for evaluating/inspecting the product at time of delivery to ensure that there is no damage. If the customer finds damage, they are responsible to note the carrier's Bill of Lading (BOL) before acceptance of shipment and notify AWIC Sales Rep immediately. Carrier must acknowledge on BOL, also. If a shipment is relocated before it is inspected no claim can be filed.

When the customer notes on the carrier's Bill of Lading (BOL) a damaged shipment, AWIC will manage the freight claim with the carrier. The customer is responsible for holding the damaged shipment for the carrier to pick up as part of the claim. If the customer does not hold the damaged shipment, then they will be responsible for the cost of the claim.

Documentation is the key; 'If it isn't written down or documented, it didn't happen'.

One of our competitor's customer failed to check their freight.

