



Freight Inspection Instructions

Coach Glass visually inspects and packages all glass prior to shipping, with the exception of full crates. After leaving the loading dock the freight company is responsible to deliver the glass in the same condition they received it in. Our packaging has been approved by each freight carrier and exceeds packaging requirements.

It is our goal and that of the freight company, to deliver your shipment without damage. However, if damage does occur the freight inspection process is the only way to determine who is responsible for the damage. Failure to perform the following freight inspection instructions will result in you being responsible for any undocumented damage.

Inspection must occur before the Delivery Receipt is signed and before the delivery truck driver leaves the premises. Some freight companies may require the Delivery Receipt to be signed prior to opening the box. In this case, write "Subject to inspection" on the receipt and then sign the body of the Delivery Receipt. Do not allow the truck driver to leave until you have inspected the outside of the package and the contents.

Coach Glass is not responsible for windshields that are not inspected according to the following instructions:

1. Visually inspect ***all four sides*** of the crate or box for signs of damage (being dropped, punctured, etc.). All of our shipments should arrive on a skid or in a crate.
2. Open box. Check for obvious damage. If the shipment is in a crate, check for any visible inside damage.
3. Inspect the glass for crack, clams, chips, etc.
4. If the windshields are *undamaged*, sign the Delivery Receipt.
5. If the windshields are *damaged*, write the quantity damaged (example: 5 damaged due to freight damage) and "Final count for damage will be completed upon full inspection at a later time" on the Delivery Receipt and do not sign.
6. You may refuse the entirety of the shipment or only the quantity that is actually damaged.
7. Fax the Delivery Receipt to Coach Glass 888.714.7171 immediately and call us to confirm receipt of the fax. We will start the claim process with the freight company and replace the glass at no cost to you.

Thank you for your business and your commitment to help eliminate shipping damage. Working together saves all of us time and money. Please don't hesitate to contact us if you have questions or comments.

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