

Coach Glass Freight Inspection Guidelines

Coach Glass is dedicated to delivering your glass windshields in perfect condition, recognizing that damage can sometimes happen during transportation. We know inspecting your order quickly can be tough due to the short inspection times allowed by LTL Carriers. To help, we have created an easy-to-use Freight Inspection Checklist. It guides you through a swift but detailed check of the packaging, which usually reflects the state of the glass inside.

Thank you for your continued trust in Coach Glass. We are always here to ensure your utmost satisfaction!

1. Check for External Damage and/or Mishandling Indicators:

a. Box Condition:

- Inspect for tears or punctures.
- Inspect for dents or creases.
- Inspect for crushed corners or edges.
- Check for any signs of water stains or damage.

b. Broken Strapping:

- Examine the strapping to ensure it is intact and secure.

c. Pallet Condition:

- Examine the pallet for any signs of damage, including breaks, instability, or poor repairs.

2. Documentation Review:

a. Check accompanying documentation for Additional Services:

- Match reference numbers on the freight, with those on your shipping documents.
- Were you charged for a Lift Gate service (Did you receive it)?
- Were you charged for a Residential or Limited Access service?
- Are there any handwritten notes of other additional services on your Delivery Receipt?

3. Immediate Reporting:

- a. Report any observed issues promptly to the Carrier and then Coach Glass.
- b. Notate any findings on the Delivery Receipt or ask the driver to notate findings on their handheld. **If Internal Damage is SUSPECTED, note "DAMAGED-FURTHER INSPECTION REQUIRED" on the Delivery Receipt.**
- c. Document findings and take several relevant and illustrative photographs at the point of delivery, prior to moving the package/pallet.

If the driver requires a signature on the delivery prior to you checking for visual damages, you can **Refuse the Freight**; but this option should be used as a last resort.

"SUBJECT TO INSPECTION" IS NOT A VALID NOTATION!