

Damaged/Mis-shipped Goods Policy

Policy Overview

All shipments are F.O.B. our plant. Thermal Transfer Products is responsible for delivering products and accessories in good order to the carrier in the correct models and quantities as documented on the carriers freight bill.

The carrier signs documents indicating the models, quantities and condition of goods to be delivered. **All claims for damage should be made with the freight carrier.**

Customer Responsibilities

The customer is responsible for assuring that a notation of discrepancies is made on the bill of lading, **at the time of delivery**, thereby enabling a claim or credit to be issued.

The customer is responsible for inspecting goods immediately upon receipt to verify correct models and quantities, as well as the condition of the goods.

Errors in Shipments

Errors in shipments include:

- Incorrect Goods
- Shortage of Goods
- Overshipment of Goods

Carriers formally acknowledge the quantity and the type of goods placed in their possession at the time they accept the load. Customers are expected to inspect goods upon receipt and to notify TTP in writing, including all proper documentation for shortages and overages with regard to the packing list.

If TTP sends the incorrect goods or created an over-shipment of goods with regard to what the customer ordered, the customer may make a claim against TTP by submitting the following documentation to the TTP Sales Department within 30 days after receiving a shipment:

- A copy of the packing list
- A copy of the TTP invoice

Send the above documentation to:

Thermal Transfer Products
5215 21st Street
Racine, WI 53406 - 5024

If the customer does not want to keep the goods that were shipped in error or overshipped, the customer should contact the Sales Department to make a formal request to return the goods to the factory or origin and receive written authorization to do so.

Under no circumstances are goods to be returned to the factory without prior written authorization. Goods returned to the factory are to be in like-new condition and in original packaging.

Damaged Goods

All shipments are F.O.B. our plant. TTP makes every attempt to manufacture, handle and load goods with the utmost care. Carriers formally acknowledge goods are free from damage at the time they accept the goods. Customers are expected to inspect goods upon receipt and to make claims against the carrier for damage to goods.

All claims for damage should be made with the freight carrier. Under no circumstances are damaged goods to be returned to the factory without prior written authorization.

Questions?

Refer all questions about this policy to:

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