



## **FREIGHT DAMAGE INSTRUCTIONS**

- Inspect all freight for damage on units and parts shipments, as it is being received at your dock
- If damage has occurred, it must be noted on the Freight Carrier's delivery receipt at time of delivery, retaining a copy for your records
- Customer must take digital photos of damage
- Customer must save all packaging materials for inspection by carrier
- Customer must report damage to carrier's local distribution point and set up an appointment for visual inspection and formal damage report at the site
- If damage is hidden it must be reported within 10 days after delivery to both the carrier and Thermal Product Solutions (TPS)
- Additionally, call and report damage to TPS within 48 hours of delivery 570-538-7200 ext. 7322 or ext. 7310
- If freight is **FOB: Origin** it is the customer's responsibility to fill out the claim forms needed to process the claim
- If freight is **FOB: Destination** it is TPS's responsibility to file the claim of freight damage; the claims manager will determine whether the unit can be repaired in the field or if it will have to be returned to TPS
- Before freight can be returned to TPS, a RMA number must be issued by the TPS Inside Sales Department or TPS Service Department