

Instructions for Shortages and Damages

1. At the time of delivery, carefully inspect the shipment before the carrier leaves for any damages or shortages. If a shortage or damage is located, **ensure** the delivery receipt is notated with said damage or shortage. Please do not note the delivery receipt as subject to inspection as the carrier will not accept that as a damage or shortage notation.
 - a. If the shipment has incurred damage, refuse the damaged material. *The carrier will notify The Bilco Company* of the problem, and a **Damage Return Authorization** will be issued for the damaged material. Credit for damaged material will be processed upon receipt of material back to Bilco.
 - b. If for some reason the damaged shipment is accepted from the carrier, a notation of damages **must** be made on the carrier's delivery receipt. *It is then the customer's responsibility to notify Bilco of the damage(s)* and a **Damage Return Authorization** will be issued for the damaged material. A pickup of the damaged material will be scheduled and a bill of lading for use provided. Credit for damaged material will be processed upon receipt of material back to Bilco.
 - i. If the order is for stock material, a replacement order will be entered, and material will be shipped as quickly as possible.
 - ii. If the order is for material that was custom fabricated, the material will be inspected upon return to determine if either repair or replacement is required before a replacement order is entered, once material is repaired or replaced it will ship as quickly as possible.
 - c. If shipment has a shortage(s), the delivery receipt **must** be notated with exact shortage and Bilco must be contacted immediately.
 - i. Bilco will contact carrier to have an investigation initiated to locate material. If material is not located within three business days, a replacement order will be entered, and the original invoice credited for the missing material.
2. If shipment is received and damage(s) or shortage(s) are **not** notated on the delivery receipt, shipment is then classified as a concealed damage/shortage. Customer must contact delivering carrier within 5 business days of delivery to submit a concealed damage/shortage claim and request an inspection or investigation. *Due to Bilco orders shipping FOB- Factory**, the customer is responsible for filing a claim for concealed damages/shortages with the carrier and ordering replacement if required.*
 - a. For concealed damages, ALL packaging must be kept. Do not remove material from premises before inspection is made. Retain a copy of inspection report for claim purposes.
3. If a shipment is moved from the original delivering location to another location, *customer is responsible for filing claim with carrier and ordering replacement as necessary* as Bilco no longer has any recourse with the carrier once a shipment has moved from its original delivering location.

***FOB Factory/Origin means the title transfers to the buyer at the point when the goods leave the shipper's loading dock but reverts to the seller if the buyer follows the correct procedures of notifying the seller of "breach" or by rightfully revoking acceptance. Breach includes shortages and damages as **noted** on the Delivery Receipt(s) only.*

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Products

Access
Ventilation
Fire Protection
Safety and Security

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