

# IMPORTANT!

## Check for shipping damage!

**If the driver leaves before you inspect the shipment, write “Subject to inspection” next to your signature on the bill of lading.**

### Visible Damage

- 1** Refuse the shipment. Have the driver note the nature and extent of damage on the carrier’s copy and the delivery copy of the freight bill.
- 2** If you don’t refuse the shipment, leave the damaged goods in the original shipping container. **THIS IS ESSENTIAL!**
- 3 Trucking shipments:** Contact the carrier immediately for an inspection of the goods. Get a copy of the inspection report to support your claim. File the claim as quickly as possible, even if you have to estimate the dollar amount of damage. Contact Paragon’s shipping department if you need our assistance in filing a claim.

**UPS shipments:** Call Paragon at 800-876-4328. We will file the UPS claim for you.

### Concealed Damage Found Later

- 1** Leave the damaged goods in the original shipping container. **THIS IS ESSENTIAL!**
- 2 Trucking shipments:** Call the carrier immediately after discovering the concealed damage. Request an inspection. File the claim as quickly as possible, along with a copy of the carrier’s inspection report. If necessary, estimate the amount of damage. After reporting the damage, the claim must be filed within 14 days, depending on the carrier.

**UPS shipments:** Call Paragon. We will file the UPS claim for you.

Your shipment was carefully inspected before being packed. Since our packaging exceeds all the specifications of the various freight classifications, it should have arrived in perfect condition.

Our terms of sale are F.O.B. shipping point, meaning that title to these goods passes to you when the goods are received by the carrier at our plant. If any part of the shipment is damaged, report the damage immediately to the transportation company.

If you do not refuse a truck shipment, you are responsible for filing a damage claim. Paragon cannot help you.



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