



Freight Receiving Policy

To better and more effectively serve our customers, we are seeking your cooperation in observing the following Freight Receiving Policy. By following these guidelines, you will help us continue to provide the best customer service in the Home Medical Equipment industry.

HOW TO PROPERLY RECEIVE PRODUCT

Step 1 – Upon delivery, first count every box in the shipment. Verify the piece count against the carrier's delivery receipt and that the serial numbers match the packing slip attached to your shipment.

- If the number of boxes received does not match both the delivery receipt and the packing slip, immediately note the serial number(s) of the missing product(s) on the delivery receipt.
- If you have received too many boxes, match the serial numbers of the units against the packing slip. Refuse any product you were not intended to receive.

Step 2 – Every box must be inspected for visible freight damage.

- To inspect, simply walk around each box once, checking for any damage (holes, cuts, crushed cardboard, anything taped up).
- It is very important to note details of any damage on the delivery receipt. (Example: "Package with serial number XXX: Hole in box on bottom left side appears to be a puncture. Requires additional inspection.")
- The use of the phrase ***"Requires Additional Inspection" along with details of box damage*** entitles retailers to report damage after opening the box and should be noted by the signer's name on the delivery receipt.

Step 3 – If the box is substantially damaged, you may open the box to inspect the product at your discretion.

Step 4 – If, upon inspecting the opened product or examining the boxed product, you determine that you cannot sell the product, refuse the product [only the damaged one(s), not the entire shipment].

Step 5 – Once all steps have been completed, sign the delivery receipt.

- **NOTE: Do not sign the delivery receipt until every step of our receiving policy has been completed.** When you sign the delivery receipt, you are signing a contract stating that you have received your shipment "completely and in good order." If you sign the delivery receipt before following our receiving policy, and a problem is discovered later, you may be limiting the options available to Golden Technologies to resolve the issue.

Step 6 – Whenever freight damage, shortages, or overages occur, Golden Technologies should be contacted *immediately* by emailing freightclaims@goldentech.com.

RESOLVING FREIGHT DAMAGE / LOSS ISSUES

Even with every precaution taken, freight damage will occur from time to time. We understand the stress and anger of receiving a freight-damaged product and have implemented policies to ensure that freight-damage issues can be handled quickly and efficiently.

There are four categories of freight damage, into which most situations will fall: shortages, overages, visible damage, and concealed damage.

Shortages and Overages are defined as a discrepancy between the piece count on the carrier's delivery receipt and the physical cartons delivered. Shortages must be noted on the driver's copy of the delivery receipt before signing the delivery receipt. Overages must be refused and sent back with the carrier.

Visible damage is defined as damage that is explicit on the packaging of the product. If a box is in any way damaged, this constitutes visible damage, regardless of whether or not you can see damage to the product contained within the carton. Visible damage must be noted on the driver's copy of the delivery receipt.

Concealed damage is defined as damage that is not clearly visible upon the shipping package. Concealed damage must be reported to Golden Technologies within 48 hours of delivery.

All instances of freight damage as explained above should be reported to Golden Technologies immediately by emailing freightclaims@goldentech.com. To resolve freight damage issues, Golden Technologies will, at its discretion, either replace the unit, repair the unit, send parts to facilitate the unit's repair in-field (with a possible labor allowance), or offer a discount. ***However, failure to follow the policies listed above for shortages, visible damage, and concealed damage may affect what service is offered as well as any charges associated with said services.***

Thank you for your cooperation in helping us provide the best customer service possible.

As a reminder, this message is included on every Packing Slip:

Every Box Must Be Inspected for Any Freight Damage. Any Damage Must Be Noted On The Delivery Receipt. Any Concealed Damage Must Be Reported In 24-48 Hrs.



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Instructional Video

ACKNOWLEDGEMENT OF POLICY

Required Sales Representative Information (PLEASE PRINT):

I have reviewed the importance of the Freight Receiving Policy with the ownership or highest level of management at the retailer location listed below.

Name: _____ Date: _____

Sales Representative Signature: _____

Required Retailer Information (PLEASE PRINT):

I understand the importance of the Freight Receiving Policy and acknowledge responsibility for training our staff on how to properly receive products as outlined above.

Retailer: _____ Account #: _____

Address: _____ Sales Rep: _____

Date: _____

Name: _____ Title: _____

Authorized Signature: _____