



Stevens Equipment Supply Freight Acceptance & Return Policy

Freight Acceptance Procedures

Stevens Equipment Supply Responsibility

It is Stevens Equipment Supply's responsibility to inspect all products shipped to your business or job location and to confirm that it is being shipped in "NEW CONDITION." The truck line is responsible for delivery of this product in this same "New Condition" as when it leaves the Stevens facility.

Dealer Responsibility

IT IS YOUR SOLE RESPONSIBILITY TO INSPECT ALL ITEMS BEFORE ACCEPTING DELIVERY. The truck line is obligated to wait while you perform a thorough inspection of all products.

Visible Damage / Missing Items:

- 1) Open all cartons
 - a) If there is damage and you choose to keep the item follow these steps **
 - i) Take digital photos of the damage
 - ii) Note the damage on the bill of lading prior to the driver leaving and keep a copy for your records
 - iii) Contact your local Stevens branch
 - b) If there is damage and you choose not to keep the item, follow these steps
 - i) Note the damage on the bill of lading prior to the driver leaving and keep a copy for your records
 - ii) Refuse the item and the driver will deliver it back to the Stevens branch that shipped it
 - iii) Contact your local Stevens branch
- 2) If there are items missing from the shipment follow these steps
 - a) Note the items that are missing on the bill of lading prior to the driver leaving and keep a copy for your records
 - b) Contact your local Stevens branch

** Keeping a damaged item indicates that the damage is minimal and you are willing to use the unit. Stevens Equipment Supply can file a claim for partial damage reimbursement.

Concealed Damage:

- 1) All concealed damage claims must be reported to Stevens Equipment Supply within 10 days of delivery
 - a) After the 10 days has passed Stevens is no longer responsible for filing a freight claim for damage reimbursement or replacement
 - 2) When damage is found, stop and take digital photos of the following:
 - a) The unit as it sits in the original packaging
 - b) External and internal carton/packaging
 - c) Failure to take pictures at this stage will result in denial of concealed damage claims
 - d) Once installed all concealed damage claims cannot be filed
 - e) Contact your local Stevens branch
 - f) Hold damaged product and packaging for inspection or further instructions from Stevens
- ✓ Freight claims can take up to 120 days to resolve.
✓ Any 3rd party freight claims are the responsibility of the 3rd party.

Return Policy and Procedures

Stevens Equipment Supply reserves the right to approve, in advance, any requested product return. If Stevens Equipment Supply authorizes the return of an item, a Return Goods Authorization number (RGA#) will be issued and must be noted on the return shipment paperwork.

- ✓ A restock charge of 15% is applied on all stock items returned.
- ✓ Returned items must be in the original packaging and undamaged.
- ✓ Dealer is responsible for return freight.
- ✓ Any non-stock, special order items are "NON-RETURNABLE."
- ✓ Non-current items may not be approved for return.

PLEASE REVIEW WITH ALL EMPLOYEES AND POST THIS NOTICE WHERE IT IS ACCESSIBLE TO ALL EMPLOYEES