



## Freight Damage:

All furniture is shipped F.O.B. Origin (our factory in Bradford, VT). If damage occurs during the shipping process, a freight claim must be made directly with the freight carrier. If no claim is made, the retailer will be responsible for all repair and shipping costs associated with this claim.

**1. Freight damaged noted upon delivery:** If product is found to be freight damaged while truck driver is still present, the Bill of Lading MUST be marked **SHIPPING DAMAGE**, and details noted with driver's signature. The freight company is then responsible for opening a freight damage claim.

**2. Concealed freight damage:** If product is found to be freight damaged after the shipping agent has departed, it is the responsibility of the retailer to call the shipping company and open a shipping damage claim. Failure to do so will result in the freight company refusing to pay for any repair or shipping costs. Any repairs from this point will be payable by the retailer.

## Repair:

Freight claims can be repaired locally at your facility, or they can be returned to the factory for repair. Freight claims that are returned to the factory must have a **Return Authorization (R/A)** prior to being returned. The freight carrier is responsible for all transportation costs associated with the freight claim.

It is the responsibility of the retailer to inspect and document damage before requesting an R/A number on a **Copeland Furniture Service Requisition Form**. Photographing the furniture as part of the retailer's documentation will help expedite a repair authorization. For approval to return furniture to the factory, the retailer must have:

1. Completed the **Service Requisition Form** and faxed a copy to the factory; and
2. Sent photographs of the problem to the factory;

Or

A factory representative must have inspected and faxed to the factory a **Service Requisition Form** with details of the problem.

Once proper documentation has been presented to the Copeland Furniture Customer Service Department, an **R/A Number** will be issued within one business day via fax. The retailer must follow the return procedures including shipping methods, weights, and freight class outlined on the **R/A** to ensure timely and accurate processing of the return. The factory will accept only pieces specifically listed on the **R/A** form. All charges related to unauthorized shipments or pieces will be billed to the customer.

Copeland Furniture reserves the right to arrange local repair. The cost of packing and shipping the product to and from the factory is not covered by this policy unless expressly arranged by Copeland Furniture. Failure to obtain an **R/A Number** prior to any repair action or unauthorized return of products to the factory may void the policy. All **R/A's** must be handled within 30 days from the date of issue, after which time the **R/A** will be no longer valid.

