

Your Complete Source for Springboard & Platform Diving Equipment and Supplies

RECEIVING DIVING EQUIPMENT, GYMNASTICS EQUIPMENT OR MATS VIA PUBLIC CARRIER

Attention: DIVING TEAMS, GYM CLUBS, YMCA's, REC DEPTS, SCHOOLS, UNIVERSITIES AND INDIVIDUALS: FORWARD THIS NOTICE TO THE PERSON RESPONSIBLE FOR ACCEPTING FREIGHT.

Springboards and More / DIVE Cincinnati, Inc. and its suppliers take every precaution to make sure your products are packaged properly, but sometimes freight damage is inevitable. Inspect your shipment immediately for damage before signing the freight bill.

This means:

- Turn over all cardboard-boxed surfaces and inspect for rips and tears.
- If your shipment is on a pallet, inspect the outside of the pallet or exposed cartons. Count the individual pieces on the pallet and compare it to the freight bill.
- Roll all carpet or foam rolls over and inspect all sides and ends. Inspect the inside of foam rolls as these are moved with forklifts or rug poles and could be punctured inside.
- Mats are usually packaged in cardboard, grey bags or plastic. Inspect for rips, tears, punctures or abrasions. Inspect all surfaces.
- Count the pieces received and make sure this corresponds to the quantity on the freight bill.
- DO NOT let the driver rush you. You have the right to inspect your shipment before signing. It is your responsibility to inspect the outer packaging (ICC regulation 120).
- The truck driver may help you unload, but many times he will not -- it is not his responsibility. ***You must have help to unload the truck.***

IF THERE IS DAMAGE, note it on the drivers delivery receipt. If possible be specific. An example would be: Foam roll ripped and dirty, mat punctured, pallet broken, carton broken open. If you cannot tell if there is damage to the merchandise, but the carton or packaging is torn – NOTE: POSSIBLE DAMAGE – be specific in describing the carton or package. Save the package you find damaged. Without packaging concealed damage claims will be denied. In most instances the driver will immediately call in the damage to dispatcher. **KEEP YOUR COPY OF THE FREIGHT BILL.**

Ask your driver for the phone number of the OSD (Overages, Shortages, Damages) Department of your delivering carrier. Call OSD immediately to have an inspector come by your location and fill out an inspection report. You have 5 days to report the damage.

To file a claim you must have a copy of the signed delivery receipt, your original invoice from By GMR to show the value, and a copy of the inspection report. When filing a claim, you must have these documents or the carrier will not even consider the claim. If all the above steps have been completed properly, there should be no problem with the delivering carrier accepting responsibility for damage. They will either pay you for the damaged product, the product then belongs to the carrier, and they will pick it up for disposal as salvage.

With this information in mind, you should receive many years of service from your equipment or mats. If you have any questions, please call our office toll free, 1-877-348-3246.