

## DARRAN field service information: freight damages & claims

### DARRAN freight policy:

Legal Title of merchandise passes to the Buyer upon acceptance and pickup by the Freight Carrier from the factory.

### DARRAN “no hassle” freight program:

If the Installing Dealer follows the procedures below for “Visible” or “Concealed” Damage and immediately contacts DARRAN’s Warranty Dept, DARRAN will assist in filing the freight claim with the carrier and take responsibility for the cost that the Freight Carrier will not cover. Failure to follow the procedures below can result in the installing Dealer taking responsibility for the freight claim and any cost of replacement/repair that the carrier will not cover.

### digital picture requirement:

DARRAN will require digital pictures of the damaged cartons and product. Digital pictures have become a necessary request from all Freight Carriers and help to speed up and simplify the freight claim process. Digital pictures are also necessary to properly determine the best remedy to fix the damaged furniture.

- Take digital pictures of the damaged carton and damaged furniture if visible damage is found upon delivery at the dock.
- For conceal damage, stop unpacking a piece of furniture immediately if damage is found and take a picture of the furniture as it sits partially unpacked. Also, photograph external and internal carton materials that correspond with the damaged area on the product.

### visible carton damage procedure:

- Open all cartons with puncture or crushed corner damage.
- Inspect contents carefully.
- Note any damage to the goods on the Carrier’s freight bill as number of pieces damaged.
- If no visible carton damage is present, sign the Carrier’s freight bill as “No Visible Damage”
- If freight damage is visible at time of delivery, notify your Customer Service Representative.
- The online warranty form will require contact information, purchase order number, item number(s) and digital pictures. Tickets with purchase order and item numbers can be found on the box and under the units in a packing slip. Packing slips are located on top of all units 71+” in height.

### concealed damage requirements:

Note: Freight Carriers strictly require that all concealed damage claims be:

- Filed within 15 days of accepted delivery date from the Carrier.
- Carton and damaged unit(s) must be located at the location matching the original delivery address for Carrier inspection.
- Digital pictures must be provided of the damaged furniture and carton materials

## concealed damage procedure:

- If concealed damage is found while unpacking the furniture, stop immediately and take pictures of the damaged furniture as it sits in the partially open box. Photograph external and internal carton materials that correspond with damaged area on the product. Failure to take pictures at this stage and only after full installation can result in a denial of concealed damage claim.
- To submit a claim contact your Customer Service Rep. Telephone 336.861.2400 Toll Free 800.334.7891
- Digital Picture Requirement: DARRAN will require digital pictures of the warranty issues to process the warranty claim. Digital pictures are necessary to determine what warranty claim remedy is needed.
- Ticket & Item Number Requirement: DARRAN will require the purchase order number and item number(s) to process the warranty claim. This information can be found on the tickets located under the units in the packing slips, on top of all units 71+” in height. If the customer has removed the packing slip, open the drawers on the furniture and look for the quality sticker on the pedestal side, which will have the needed information.
- DARRAN cannot guarantee Carrier acceptance, damage coverage, or settlement of a claim, if the concealed damage procedures are not followed.

## payment hold and labor reimbursement:

- Only the damaged items and associated “hook-up” items that are properly reported will be authorized for a payment hold until remedied.
- Remittance for balance for non-damaged goods must be made within invoice net terms to avoid late payment finance charges.
- Labor reimbursement for repairs and replacements must be pre-approved by DARRAN’s Warranty Department. Invoices for labor charges on warranty items that have not been preapproved will not be honored.