



IMPORTANT NOTICE
DAMAGE AND SHORTAGE

Before you entirely unpack any unit READ THIS NOTICE for your protection.

METALUMEN IS NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY THE CARRIER

This shipment has been carefully inspected, checked and properly packaged at our company. The shipping containers and our method of packing have been thoroughly tested and approved. We fully expect your merchandise to arrive in good condition.

When this shipment was delivered to the carrier, it was in good condition and technically it became **YOUR PROPERTY at that time**. Thus, damage, whether obvious or concealed, must be reported to the transportation company **WITHIN 15 DAYS OF RECEIPT** of the shipment at your premises, to avoid forfeiting any claims for damages.

FOR ALL SHIPMENTS DAMAGED IN TRANSIT

- Leave the item(s), packing material and carton(s) "AS IS".
- Notify your carrier's local office and ask for immediate inspection of the carton(s) and contents.
- After the carrier has completed inspection and you have received acknowledgment in writing as to the extent of the damage, please contact our customer service department at 519-822-4381 for a return authorization number. If writing or faxing for return authorization, please indicate your purchase order number.
- We will either have the merchandise replaced or repaired depending on the extent of the damage.
- **It is your responsibility to follow the above instructions or the carrier will not honor any claims for damage.** Furthermore, if there are any shortages or questions regarding this shipment, please notify us within 15 days.

Claims: If your local agent or carrier (including UPS) has been given the opportunity to inspect the shipment, any claim for a shortage or damaged merchandise can be handled as a simple and routine procedure. Claims must be filed by the consignee. Freight terms are from shipping point.



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