



FREIGHT POLICY

February 10, 2009

1. Upon delivery of shipment

- a. Visually inspect all cartons for damage and verify carton quantities and skid quantities.
 - i. Note any damage to any carton on the Delivery Receipt. Only write that there is damage. Do not speculate to as why there is damage or how the damage happened.
(example "One carton damaged.")
 - ii. Note any missing cartons or skids on Delivery Receipt.
 - iii. If shipment is received without plastic banding and shrink wrap, your shipment may not be complete or may be damaged.
- b. Put all damaged boxes and parts to the side until carrier has inspected them. If possible, take photos of the damages and keep in original packaging.
- c. Do not let the driver talk you into signing or checking areas. If you sign the wrong area, we may not be able to issue credit.
- d. If shipment is totally destroyed, refuse it.

If all of the above has been followed, there is a better chance of getting full credit for the damaged material. SLP will not issue credit, until the carrier has paid us for the claim.

2. Concealed damage

- a. If you find concealed damage, immediately call freight line to report damage. Get name of contact at shipping line and terminal the damage was reported to. This helps SLP expedite the claim.
- b. You have 7 days from date of delivery to contact SLP.
- c. Be sure to put all damaged boxes and parts to the side until carrier has inspected them. If possible, keep in original packaging.

SLP can only give a maximum of 1/3 shipment value for concealed damage.

3. Other delivery or service charges - Lift Gate / notify (call) customer / Inside / residential / redelivery/ forklift / heat treated pallets / etc.

- a. If a lift gated is needed, please indicate at time of order.
- b. If a delivery notification is needed, please indicate at time of order.
- c. There will be a \$5 charge for all heat treated pallets
- d. Shipping locations that do not have a dock such as Job Sites or Residential receive an additional charge involved by all the carrier's.

Customer is responsible for all additional delivery service charges including but not limited to: lift gate, notify (call) customer, inside, driver delay, construction site, residential, redelivery and sort charges.

Product offering and specifications subject to change without notice.

SLP LIGHTING

PHONE: 636.600.4084 | 800.248.0224 FAX: 636.600.4108

www.slplighting.com V072210



RETURN POLICY

Returns:

Special sizes, fabricated goods and parts cut from a greater size part will not be acceptable for return. No merchandise will be accepted for return without written permission. Request for return must be made within 7 days from date of shipment.

When authorization is given, material must be returned within 7 days from date of authorization or authorization is invalid. Return shipments must be pre-paid.

Credit issued will be subject to 25% restocking charge less any costs necessary to make material salable.