Freight Damage

Inspection, Documentation and Reporting

The receiver is responsible for inspecting delivered goods at the time and place of unloading and for documenting and reporting freight damage.

If one of Copeland's preferred carriers is not used and the purchaser makes its own freight arrangements, Copeland will not be responsible for filing a freight claim for damaged items and the purchaser will be responsible for reporting freight damage to the carrier and for all costs associated with the repair or replacement of damaged items, including freight.

If product is shipped using one of Copeland's preferred carriers, Copeland will file a freight claim for damaged goods with the carrier and will cover the costs associated with the repair or replacement of damaged items, including freight. If damage is noticed or suspected at the time of receipt, the delivery should not be refused. Rather, the delivery should be accepted and the following steps taken:

Any visible damage to cartons must be documented on the Proof of Delivery (POD). Do not dispose of any cartons or packing materials until the items have been thoroughly inspected for damage. If damage is detected, please photograph the following: all sides of the damaged carton, the shipping labels, the inner packaging to illustrate the protection provided, and both close-up and wider views of any damage to the item. **Please note that to file a freight claim, damaged items must not have been moved from the original delivery location.**

Please contact Copeland with the information and photos of freight damage within 10 days of delivery so that we may file a freight claim with the carrier. Failure to inspect, document or report in the manner described above will preclude Copeland from filing a successful freight claim.

Remedy

Copeland reserves the right to determine how to remedy freight damage. The options include repair locally, either by the purchaser or by a local furniture medic arranged by Copeland, or replacement. Copeland will reimburse repair costs, but any repair must be authorized in advance. If repair is not feasible, Copeland will replace the product at no charge. Replacement orders will be rushed but typically take two to four weeks to manufacture. Copeland may choose to have the damaged item returned for evaluation at its own cost, and in that case we ask that you repack the item using the original packaging or the replacement item's packaging, and once packed, contact Copeland to request a Return Authorization (RA).

Sample Images:

Cartons:

Damage: