

**RETURN POLICY:** All InnerSpace returns are subject to the terms and conditions of the manufacturer. Please check with your sales representative to determine the terms of your return. Typically there are no returns for custom made products and stock items typically have a 25% or more restocking charge in addition to the cost of the freight back to the manufacturer.

**RECEIVING INSTRUCTIONS:** InnerSpace provides this advice for receiving motor freight to protect you, our customer. Even though products are packaged to protect them from damage, problems with freight shipments can occur and are subject to arcane Federal law. If you believe there is damage or loss and these procedures are not followed, a freight claim could be denied, and the loss will be to you, our customer. The freight you are to receive can have large, bulky, and heavy items. Workers must be properly trained and physically capable of heavy lifting. See <http://innerspaceeng.com/info/unloading-advice.pdf> for detailed unloading advice.

**STEP 1. AT THE TIME OF DELIVERY:**

- A. VERIFY COUNT** – Sign only for the exact number of packages received including cartons received as skidded material. Have the driver sign and note the number of missing packages on the Trucking Company Delivery Receipt.
- B. CAREFULLY EXAMINE EACH CARTON FOR DAMAGE** – Open any damaged package and inspect it with the driver. **Any damage should be noted on the Delivery Receipt and signed by both you and the driver.** If the driver will not wait while you inspect any potentially damaged packages, note the number of potentially damaged packages on the Delivery Receipt and sign it, as “subject to concealed damage”.
- C. AFTER DELIVERY INSPECT CONTENTS OF ALL PACKAGES** – Inspect the contents of all packages for possible concealed damage or shortages. Damages or shortages must be reported within 24 hours of delivery. Be sure to save the delivery receipt to file a claim.

**STEP 2. WHEN VISIBLE OR CONCEALED DAMAGE IS DISCOVERED:**

- A. CALL YOUR INNERSPACE TO REPORT FREIGHT DAMAGE AND INITIATE A CLAIM** – A call to InnerSpace Customer Service (800-427-6558) must be placed immediately after delivery for us to assist you.
- B. CALL CARRIER TO REPORT CONCEALED DAMAGE AND REQUEST INSPECTION** - Call the telephone number on the Delivery Receipt within 24 hours after delivery to report damage and request an inspection. Keep notes of your conversation.
- C. RETAIN DAMAGED ITEMS** – The damaged items, containers, and all inner packaging materials must be held at the point where received, pending possible inspection by the carrier. Retain damaged merchandise for inspection until the carrier completes your claim or dispositions the material for disposal (must be done within 90 days according to Federal Law). Keep detailed notes of all conversations.

**STEP 3. WHEN CARRIER REQUIRES INSPECTION OF DAMAGED ITEMS:**

- A. HAVE DAMAGED ITEMS IN RECEIVING AREA** – Make certain that the damaged items have not been moved from the receiving area for the inspector to inspect all damaged items, and packaging materials, and freight bill.
- B. AFTER INSPECTOR FILLS OUT INSPECTION REPORT, READ CAREFULLY BEFORE SIGNING** – If you do not agree with any of the facts or conclusions made by the inspector, do not sign it. Unless repairs will be completed satisfactorily, be sure the inspector requests replacement on the inspection report. If the report will be completed later, make sure you have a dialog with the inspector and agree with the final resolution.
- C. CONTINUE TO RETAIN DAMAGED MERCHANDISE** – Even though the inspection has been completed, the damaged item cannot be used or disposed of without permission from the carrier.
- D. DO NOT RETURN ITEMS TO THE SHIPPER** – If carrier grants permission, returning of such items should not be made without authorization from InnerSpace Customer Service (800-427-6558).
- E. SECURE RECEIPT FROM CARRIER IF DAMAGED ITEMS ARE PICKED UP FOR SALVAGE** – If you surrender damaged merchandise to the carrier, be sure to get and retain a receipt from the driver at the time of pickup.

Notify InnerSpace Customer Service (800-427-6558) immediately so that we can assist you with the claim. If damage, injury or loss occurs during the unloading and receiving of freight, the loss will be to you, our customer. If a freight company has to re-deliver or wait to unload your shipment, there will be additional charges. Always keep the trucking company delivery receipt.

Conditions are updated without notice at: [www.InnerSpaceEngineering.com/info/receiving.pdf](http://www.InnerSpaceEngineering.com/info/receiving.pdf)