

General Partitions Shipping & Receiving Policies to Know

Before Shipping:

1. Please ensure you provide the correct shipping address.
2. Please provide an accurate delivery contact name and phone number so the carrier can reach someone if necessary.
3. If your shipment will need any special services, such as residential delivery, lift gate, appointment, or other accessorials, please be sure to note this on your purchase order.
 - a. Additional fees for any accessorials are the responsibility of the customer.

Shipment has Left GP:

1. Once your order leaves our dock, it no longer belongs to General Partitions. The contract or responsibility of the material lies with the carrier and the receiving party.
 - a. It is your responsibility to receive the order properly and to follow the carrier procedures, or to instruct your customer how to do so.
2. If you are made aware of a change in delivery address after shipment, there will be fees associated with this change as set by the freight carrier.
 - a. Even if it is just going to a different address down the street, the carrier will still apply a fee.

Upon Delivery:

General Partitions will file the freight claim ***if and only if*** all the following procedures are followed by the receiver.

1. Please make sure that someone is on site to receive shipment.
2. Please inspect the shipment thoroughly.
 - a. The driver must wait regardless of what he tells you, if he refuses, contact us immediately.
3. Any damaged material is to be noted on the bill of lading
4. Noting the bill "Subject to Inspection" is not acceptable and you will accept full responsibility for any damaged material.
5. All usable material is to be kept by the receiver. All damaged material is to be sent back with the carrier.
 - a. DO NOT SEND THE ENTIRE ORDER BACK.
 - i. If the entire order is returned, we must wait until we receive the freight back, sort through, and remake any damaged items.
6. Please contact General Partitions promptly to advise what material is being returned.
 - a. Once the material arrives back at General Partitions, it will be inspected. Damaged material will be sent to salvage and a new replacement order will be generated.

PLEASE NOTE: If you choose to keep and install damaged material, it voids the freight claim. It will become your responsibility to issue a purchase order for replacement material.

If you want to leave the shipment packed because you are planning on having it transported to a different location for installation, then you are accepting the liability of possible concealed damage.

Concealed Damage:

1. Any damage found after the driver leaves is considered concealed damage. Please be sure to alert General Partitions to any concealed damage as soon as possible.
 - a. Some carriers only allow 48 hours after delivery to report concealed damage, so the sooner you let us know, the better.
2. If damage is reported after the timeframe allowed by the carrier, then you will be responsible for sending a purchase order for the replacements.

Collect or Third-Party Freight:

1. If the shipment receives damage, then you will be responsible for filing a freight claim with the carrier.
2. You should send a replacement Purchase Order for the damaged material to General Partitions order entry.

If you have any additional questions regarding shipping, damages, or lost and missing items, please contact Alexandra Lehman at alexandral@generalpartitions.com and she will be happy to assist you.