

Fleetline Freight Policy & Damaged Merchandise Claims

Freight Policy

- All orders are FOB Fleetline Products, Springfield, TN 37172
- Single Orders with a value greater than \$3,000 will ship prepaid by Fleetline to destinations within the 48 contiguous United States
- Carrier selection and routing for prepaid orders is at Fleetline's discretion

Damaged Merchandise Claims

- Fleetline products are sold FOB factory and leave our plant in excellent condition
- Customer is responsible for inspecting all shipments upon arrival for freight/transit damage
- Damage must be documented on the receiving BOL and by the driver
- Keep the shipment intact as received so the carrier can inspect and confirm the damage
- Fleetline must be advised in writing of any damage within five days of receipt for shipments using Fleetline's carrier account. Customers shipping through their own carriers are responsible for reporting damages to their carriers.
- Any claim of damaged freight must be accompanied by supporting pictures and documentation, including a copy of the BOL
- Report all damaged freight to qualityassurance@fleetlineproducts.com
- Fleetline recommends insure shipments are their own cost

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