

GARDEN STATE TILE

Together We Can Design For Life

To: Garden State Tile Customers
From: Customer Service Manager
Subject: Reporting damaged material

Please be advised of the following Garden State Tile guidelines for reporting damaged shipments and/or shipments with shortages:

- Visual damage and/or shortages must be reported within 1 business day of receiving shipment
- Concealed damage must be reported within 7 business days of receiving shipment

Please provide the following information when reporting claims via any Garden State Tile shipping methods:

- Garden State Tile order number or Distributor purchase order number
- Visual damage and/or shortages (must be reported within 1 business day of receipt)
 - BOL signed as damaged, emailed / faxed to Customer Service
 - Picture of damage, preferred in the original state the damage was found
 - Detailed list of damaged and/or shorted items and descriptions
- Concealed damage (must be reported within 7 business days of receipt)
 - Picture of damage, preferred in the original state the damage was found
 - Detailed list of damaged items and description
 - Consignee / Distributor must contact the carrier immediately once the damage has been found to initiate the inspection / investigation process. Once the notification of the carrier has been made, Garden State Tile must be immediately notified of the damage. The Consignee is not to file a claim, just notify the carrier of the damage to the shipment.

Please note that Garden State Tile is not responsible for filing any freight claims on Customer pick-up shipments.

Thank you for your cooperation,

Customer Service Manager