

Freight Claim Guide

Thank you for purchasing Litecontrol light fixtures. This merchandise was carefully inspected and packaged at Litecontrol and the responsibility for its safe delivery was assumed by the carrier at the time of shipment. In the event you receive damaged goods or have material lost in shipment, following are guidelines for filing a freight claim:

1. Inspect and count merchandise upon receipt.
2. Visible damage or lost material should be noted on the freight bill when the material is received along with the description of the external damage. The shipment should not be refused.
3. The carrier's signature will acknowledge that the damaged or missing material has been reported.
4. Concealed or visible damage would require a written request for an inspection by the carrier's agent within 15 days of delivery.
5. If a justified claim remains unresolved by a carrier, Litecontrol will work with the consignee to get an appropriate resolution from the carrier.