

AEE SOLAR

Receiving Freight Process

Freight claims can be a nightmare! Here are some helpful tips for receiving freight to better prepare you for a potential claim.

When a freight shipment arrives, check the following **BEFORE** signing for the shipment:

- Damage to corners of the packaging
- Punctures in the packaging
- Damage to the pallets
- Correct number of items included in shipment

If you see anything wrong with your shipment, **take pictures** of the damage. If there is damage to the pallets, take a picture of it as it is coming off the truck to show the damage occurred during shipping.

Reference any damage you see on the **delivery receipt**:

- Notate damaged item(s) with specific quantities on the delivery receipt. Be very specific!
- Avoid referencing “hidden” or “possible” damage and do not write “Subject to Inspection” on the delivery receipt.
- For concealed damage that is not discovered at the time of delivery, notify AEE Solar Customer Service ASAP.
- Include mention of any missing items. Don’t sign for something you don’t see!

Freight truck drivers are allowed to wait up to 45 minutes per delivery so **don’t feel pressured** to rush through your inspection of the shipment. Receipt of the shipment without written notice of damage is prima facie evidence that the shipment was delivered in good condition.

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Contact AEE Solar Customer Service about any damage **within 24 hours** of receiving the shipment. The sooner you report the damage, the better chance we have of winning a freight damage claim.

If you submit a claim, remember that all **packaging and contents must be retained** and available for inspection by the carrier until the claim is resolved.