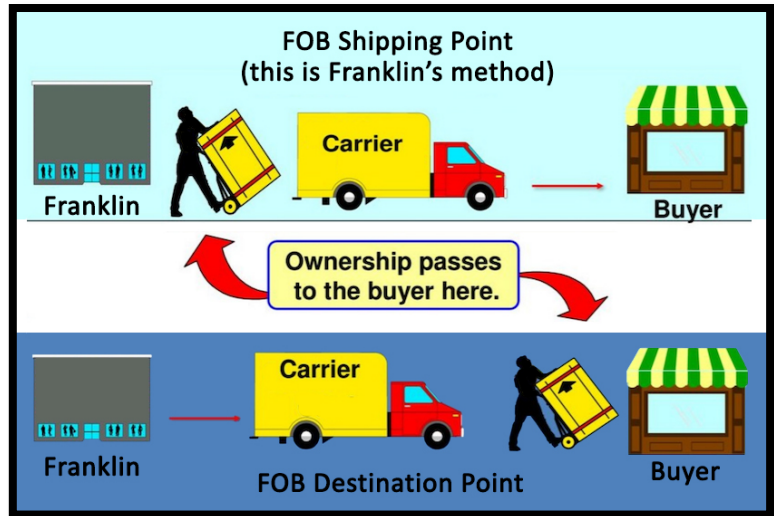


# franklin fixtures

## FREQUENTLY ASKED SHIPPING QUESTIONS

Q. "How do you ship?"

A. We ship FOB Shipping Point. With 3 parties involved (us, you and the carrier), who is responsible for the shipment sometimes is confusing. Once your shipment/fixtures leave our dock, responsibility for the shipment rests with the carrier. We can provide assistance with claims, but Franklin Fixtures is not responsible for damages incurred in shipping.



Q. "Why don't you ship FOB Destination?"

A. FOB Shipping Point or FOB Destination matters much in terms of taxation. We must charge state tax for the state to which it is delivering if we extend credit beyond our dock. Shipping the way we do, we don't charge sales tax unless you are in Tennessee. (For the TN deliveries, tax applies because the transfer is in TN.) Not doing this one small thing – charging sales tax – is actually a huge cost savings to you. Should we ship FOB Destination, we would incur more overhead (additional staff) and need to increase our prices (which we work hard not to do).

Q. "What is often overlooked?"

A. When your order is delivered it is extremely important to note any damage or shortage on the Bill of Lading *before* signing it. We highly recommend writing "Subject to Inspection" on the Bill of Lading in case there is concealed damage. Claims must be made directly with the carrier. We can provide assistance, but Franklin Fixtures is not responsible for damages incurred in shipping.

Q. "What are my shipping options?"

A. We ship blanket-wrapped fixtures via van lines and we ship palletted or crated fixtures via common carrier (both of these are tractor-trailers). More recently, we've expanded our logistics team and deliver many orders through Franklin Logistics. If you've ordered just a couple of fixtures, we'll ship them via common carrier in crates or on pallets, as that will save you money. If your fixture order is larger, we will ship it like furniture: blanket-wrapped via van lines or Franklin Logistics. All shelves are bundled in sets of four and stacked on pallets, no matter the shipping method. Your sales manager will let you know how your order will be delivered. You also have the option of picking up the fixtures yourself from our manufacturing facility in Cookeville.

- Van Lines – gives a narrow window of delivery (note if a liftgate is needed!)
  - Curbside delivery or Inside delivery
- Franklin Logistics – gives a narrow window of delivery & always includes a liftgate
  - Curbside delivery or Inside delivery
- Common Carrier – give a broad window of delivery (note if a liftgate is needed!)
  - Tailgate delivery or Curbside delivery or Inside delivery
- Self-Pickup (reference the Self Pickup document on our website's Resources page)

Q. "What should I expect from my freight driver?"

A. The answer depends on which service you selected.

Tailgate: The freight truck driver is responsible for getting the shipment to the back of the truck. It is the consignee's (your) responsibility to unload the fixtures from the truck and into the building. If you do not have a loading dock, be sure to request a lift gate (otherwise the shipping company will charge additional fees).

Curbside delivery: The freight truck driver is only responsible for getting the shipment to the delivery site (dock or sidewalk), not inside. Please note: if there are no means to remove the shipment from the truck at the delivery site (no loading dock nor lift gate requested) the shipment will be returned to the freight carrier hub, where a different truck may be assigned for the delivery, which will incur return freight charges and possibly storage fees.

If you don't have a loading dock, the best way to avoid additional expenses is to request a lift gate when the order is placed.

Inside delivery: The freight truck driver will unload and deliver the fixtures inside your building but will not set them in place or uncrate the fixtures. If a doorway is too narrow or if there is an impediment, he will set the crate/fixture outside the door. If you do not have a loading dock, be sure to request a lift gate, or additional fees will be incurred.

Q. "What are some delivery hurdles that I need to be aware of?"

A. We've learned a LOT about shipping over the years! Here are some questions your sales manager will have for you when discussing shipping.

Are there delivery times to avoid? (Ex: early afternoon traffic from a school around the corner)

Do you need a special permit to close the street or sidewalk for a delivery of this size?

Are there physical hurdles to delivering? (Ex: fixtures wider than entry doorway, stairs, 90 degree turn in an entryway, exterior columns close to door, stairwell entryway, unpaved path to building, low-hanging trees over road, long walk from road to building, traffic lane closure necessary for truck to park, shuttle needed because road is too narrow for tractor-trailer, residential neighborhood, etc.)

Will someone be able to assist the driver with delivery? It's not common, but occasionally drivers need a hand with curbside deliveries. As a precaution to make everything go as smoothly as possible, it's a good idea to have an able-bodied person at the ready.

Q. "My order is shipping via freight truck – what should I look for when it gets here?"

A. It's vital that you inspect your fixture shipment prior to signing the delivery receipt.

To ensure you are receiving what you ordered – and in acceptable condition – the National Claims Council Regulations specify to inspect, examine, and inventory your shipment *as it is unloaded*.

This is great advice but not always possible, as you may be busy instructing load help where to place fixtures. We recommend you *do your best to quickly count and inspect the pieces or crates for obvious signs of damage*. Note anything you noticed on the BOL, however we recommend including "**SUBJECT TO INSPECTION**" when signing the BOL – this will cover you should you notice damage after the driver has left. The driver will provide you with a copy, taking the signed copy with them (as a delivery receipt). The BOL is the only documentation of the condition of a shipment when it arrives at your location. Without it, it's your word against theirs.

Q. "When should I sign for the shipment?"

A. Your signature on the delivering carrier's freight BOL constitutes acceptance of the merchandise "as is" and in good order. If you do not inspect before signing you are, for all practical purposes, waiving the right to collect on a damage claim even if the damage is discovered later (known as concealed damage). It is advised to only sign for the

shipment once you are satisfied with the condition of the shipment. We recommend including "SUBJECT TO INSPECTION" when signing the BOL – this will cover you should you notice damage after the driver has left.

**Q.** *"What if the shipment arrives damaged?"*

**A.** If the box, crate, or merchandise is visibly damaged, take photos and note all the damage on the BOL. Please also notify us of the situation as quickly as possible so we can follow-up on our end to assist with repairs or begin manufacturing new fixtures. Please be aware that, as a shipment is technically the property of the consignee (you) once it is loaded onto a freight truck, it is the consignee's responsibility to pursue a damage claim for replacement or compensation. We're here to help should it be confusing or overwhelming.

**Q.** *"What if I don't see any damage until after the freight driver has left?"*

**A.** Again, we recommend including "SUBJECT TO INSPECTION" when signing the BOL – this will cover you should you notice damage after the driver has left. Report the damage immediately to the shipper and to Franklin Fixtures. In the event of concealed damage, it is vital that you immediately document and photograph the packaging and the damage. Keep the packaging. Do not move the item but call the carrier and report the damage. They will begin a concealed damage claim and ask for an inspection. You must also notify us so that we are aware of the situation and can be of assistance. The inspector will determine if the damage was possibly carrier caused.

Remember: in cases of concealed damage, you signed the document saying everything was OK; a report and a claim must be filed with the carrier immediately - the sooner concealed damage is discovered and reported, the better. The claim will be monumentally easier if you wrote "Subject to Inspection" on the BOL.

**Q.** *"What if I have my friend sign for me because I am unable to be there for delivery?"*

**A.** If you have someone signing the freight bill for you, for whatever reason, they are acting as your representative; you should inform them that they should check for damaged items (and we recommend that you have them read this FAQ document). If the freight is signed for without notating damaged or missing pieces – regardless of whether you or your representative signed for it – it is quite difficult to get the freight companies to take responsibility.

**Q.** *"Will you replace my order if it is delivered damaged?"*

**A.** We can help you deal with the freight company, but you must call the freight inspector and you must file the claim. It's the Freight Company's responsibility to deliver the shipment in good condition. With that said, yes, we will help you with the claim, repairs or placing an order for a replacement fixture but we cannot remake all new fixtures without payment from the shipping company.

**HAVE MORE QUESTIONS? CALL US AT 931-400-0300 OR  
EMAIL DARLENE AT [DGOFF@FRANKLINFIXTURES.COM](mailto:DGOFF@FRANKLINFIXTURES.COM)**