



Freight Terms and Freight Claims

Freight Terms

For convenience Simo can provide our dealers with a discount structure for product that is a) unpackaged, FOB Simo b) packaged FOB Simo, or C) packaged- FOB dealer dock. Typically most of our dealers request discounting that includes freight to their dock/ destination. For freight included discounting we specify a minimum net order to qualify for "no-charge" freight- for any order below this net minimum there will be a surcharge added to the order for freight- I.E Terms may be minimum order of \$ 5,000 net for freight included, if an order is placed at \$ 2,000 factory net, then we would add freight surcharge to the order.

Freight Claims

Freight claims for Simo products are the joint responsibility of: receiver, shipping company and Simo. Please note that if a shipment is received with any visual damage or you suspect damage upon arrival of product- DO NOT SIGN for the product free & clear. Signing for the product free & clear voids any claim against the shipping company & Simo- then prevents future freight claims.

Simo product is carefully inspected, packaged and loaded onto trucks at our manufacturing facility. All Simo products leave the factory in good condition. Simo recommends that all products are inspected thoroughly upon receipt and where possible the product should be unpackaged and reviewed on your dock. Simo is responsible for the condition of our products up to the point of delivery to the dock BUT NOT BEYOND. Once a receiver signs for a product "free and clear"- the receiver has accepted responsibility for the product and any damages that are discovered after the acceptance of the product- the carrier and Simo will cease to be liable for all damages that were not identified during the inspection process.

Freight Guidelines:

- Freight claims must be reported within five business days of receipt of product.
- Freight claims WILL NOT be accepted for product that has been stored longer than 5 days, transported or installed.
- All damage or packaging damage should be noted/ reported on the bill of lading.

Freight Claim Process: Provide the following information to Simo

- A copy of the bill of lading which notes damage to the product or packaging.
- A freight damage inspection report from the freight company.
- An assessment of the product including: repair estimates or replacement parts or product required.
- Upon Simo/ Freight company acceptance and approval of the claim- we will then request a detailed dealer purchase order for any service/ repair work, replacement parts or product.