

# JHA TECHSPACE

## RECEIVING GUIDELINES:

Freight is always FOB Origin unless otherwise specified - meaning the ownership of the property transfers to the consignee once the product is on the shipper's dock. These are industry standard terms. Any **visible or suspected damage to the product needs to be noted upon delivery. When damage occurs the carrier agent (driver) should make the notation on the delivery receipt. Do not sign the delivery receipt until this is done. It is also very important that product inspection for hidden damage be done promptly.** Delayed notification to us of product damage or any missing or erroneous products (differ from packing slip or sales order) for longer than 3-4 working days after receipt can complicate or void warranty coverage, at our discretion. This is based on the logic that the longer products are in receiver's possession, the more opportunity there is for damage or misplacing of products to occur at the receiver's site, making it their responsibility, rather than ours.

If the receiver will be unable to inspect products for hidden damage or missing or erroneous products within that time frame, it's necessary that we be contacted so we have an understanding of plans and circumstance re: timing, location of storage, access, etc.

## Note – Customer Convenience:

In the event of receiving a damaged or defective product (exclusive to **Lab Workstations, Tech Workbenches, Science Tables, Worktops, related accessory products and seating**) conditional on prompt notification after receipt (within 3 working days), and documentation (photo, descriptions) we will send a replacement as quickly as possible. **We do NOT require the customer to return any defective or damaged product** (with possible exception of hydraulic lift tables or components of tables). **We do NOT ask our customers to deal with freight companies or fill out forms or other paperwork.** We simply replace the product at no cost for either the product or transportation.

Unlike many other companies, our factory builds custom sized pallets for each shipment. Cartons are inset from edges, significantly reducing opportunities for damage during shipping and handling. Some companies will use left over pallets that are larger than necessary, which may afford protection but will also take up additional square footage, which can result in higher freight charges. **NOTE: CARTONS ARE SECURED TO PALLETS WITH STEEL BANDING.**

**RECEIVERS WILL NEED TO HAVE A HAND STRAP / METAL BAND TOOL**