



Freight & Packaging Program

Dec 30, 2018

Shipping Overview

Here at Tucson Rolling Shutters & Screens we are constantly developing and manufacturing the best retractable products on the market. Along with doing so comes a major responsibility that is ensuring everything is packaged as safe and secure as humanly possible. We believe that the current processes and materials used have been the most successful. The latest additions have been the new foam, yellow strap, specific foam placement, and we continue to use the corner board. We want to give each job the best chance at arriving to its final destination in the same condition it leaves our facilities. 100% of the time we use the best freight companies available to us and get dealers the best shipping rates possible. Anyone in our dealer network has the option to use his or her preferred carrier at any given time.



Receiving Freight

It is suggested and highly recommended that each dealer open all boxes for a quick inspection upon receiving. It is imperative that the boxes are inspected for holes, tears, punctures, bends, any other signs of potential damage. If any of these signs are visible you must obtain an exception # from the driver and to notate it on the delivery receipt, otherwise the dealer will be held responsible for any needed replacement materials and freight charges.

Returning Freight (RMAs)

In order to successfully return a requested RMA you must provide the box sizes, dimensions, weight (guesstimate is fine), and a time & location for the pickup. Once the pickup is scheduled the freight company will pick up by close of business. Depending on the type of RMA TRS&S will usually ship same day or in up to 3 days. It is critical we receive back every requested RMA as soon as possible to further go research and proper testing.

Freight Claims

Freight claims by nature are fairly uneasy and sometimes difficult to get approved by any freight company. We have had the highest success rate with approved claims when a dealer opens his or her box while the driver is still there, takes photos of the delivery, and writes "possible concealed damage" on the bill of lading. If damage is found after delivery, a request for inspection should be made at your local OD office within 5 business days of delivery. Original packaging must be available should inspection not be performed within 5 business days the request should be confirmed in writing for your protection in the event the inspection is never made. In cases of concealed damage, the burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage had not occurred prior to acceptance of the freight by the carrier or after delivery by the carrier. Please **DO NOT REFUSE THE SHIPMENT**. Refusing the shipment can make it very difficult to file a successful claim and will delay your installation date. Even though damage to the product may look great, often only small parts may be needed to make your product whole again. If dealer refuses the shipment, dealer will also be responsible

for the 2nd freight charge to ship the product back. TRS, Inc. will ship parts that require labor out in 3 days after the proper paperwork has been filed. Parts that require no labor will ship out in 1 day after the proper paperwork has been filed. If no damage was reported within the 48 hours of receiving the shipment then all cost, parts, labor, and shipping is the responsibility of the dealer. All replacement parts will be shipped standard ground. If the dealer wants to pay to have parts expedited other than standard ground, dealer will pay the difference for the upcharge. Expedite shipping must be noted on your replacement part order sheet. It is encouraged you reach out to your local Old Dominion office to request having a freight representative visit your facility to educate your team on processes.

Independent Carriers

Standard LTL carriers can only transport boxes up to 27' in length making it necessary to contract independent carriers whenever product surpasses that length. On average an independent carrier can run the dealer between \$1500 - \$2800. Pricey, however you do receive door to door delivery when going through an independent carrier and also making it much less likely to have damage. Please keep this information in mind when educating your sales team on TRS&S product.

Product Packaging Details

Xtreme Screen (2 separate boxes) :

- The screen is bagged for protection against any possibly movement during transportation
- Front and back housing is filmed
- (Screen) Minimum of 6 protective styrofoam pieces (keyholes)
- (Housing) Minimum of 4 protective styrofoam pieces (keyhole)
- (Screen & Housing) Fully secured with corner board
- Screen & Housing) Corner board is tied down with 2000 pound yellow strap
- (Screen) Each end is filled with a 3" piece of square styrofoam and a .25" square piece of plywood for protection against forklift
- (Housing) Each end is filled with a 3" piece of square styrofoam

Solution Screen:

- Protective film
- Anything under 10' gets 2 pieces of styrofoam (end caps), 3" squares and the .25" piece of plywood
- 10' and above gets 4 pieces of styrofoam (end caps), 3" squares and the .25" plywood
- Every unit gets corner board up to full length of the unit
- Every unit gets 2000 lb rated yellow strap
- Labels used are "fragile", "small parts", "high claim item", and "do not forklift" (forklifting still may occur at docks).

Rolling Shutters:

- 40mm units under 140" are shipped with the mat inside of the housing
- 40mm units over 140" get the mat shipped separately due to weight
- Housing and mat get packaged separately on 55mm units due to weight
- Protective styrofoam on the ends and every 4 feet
- 10" units receive bubble wrap every 4 feet
- All Rolling Shutter units are fully protected with corner board

