

Important Reminders

ITEMS ARE SHIPPED FOB SHIPPING POINT AND THAT THE TITLE TO THE GOODS TRANSFERS TO THE BUYER UPON SHIPMENT. CLAIMS FOR DAMAGES OR LOST ITEMS MUST BE FILLED BY THE BUYER (YOU) WITH THE FREIGHT COMPANY.

The information below is intended to generally cover the receiving, handling, and storage of enclosures from **Openchannelflow**, not all suggestions will apply to all situations.

RECEIVING: INSPECT FOR DAMAGE

⚠ IF THE ITEM HAS BEEN DAMAGED DO NOT ACCEPT DELIVERY. ⚠

ACCEPTING DELIVERY OF VISIBLY DAMAGED GOODS GREATLY EXTENDS THE CLAIMS PROCESS, INCURS ADDITIONAL COST FOR YOU, AND DELAYS OUR ABILITY TO ASSIST AND GET YOU UP AND RUNNING.

**TAKE PHOTOGRAPHIC EVIDENCE AS SOON AS IT IS APPARENT.
CAPTURE BOTH THE DAMAGE IN GENERAL AS WELL AS SPECIFIC DETAILS.
A VARIETY OF DIFFERENT ANGLES IS GENERALLY BEST.**

It is important to thoroughly inspect all parts upon delivery to your site, noting any missing items or visible damage on the freight carrier's delivery report. While **Openchannelflow** packages our products in a manner and method most consistent with minimizing or eliminating damage in transit, damage can still occur.

Enclosures are palletized and cardboard wrapped when shipped via LTL freight line. When shipping via flatbed trailer they are palletized only. When inspecting the unit make sure to remove any wrapping so that the entire unit can be inspected, pay particular attention to hoods, drip caps, and doorknobs. Should it appear that any items that may have been strapped to the pallet are missing (either by wear marks or loose strapping not holding anything) stop and investigate further.

For smaller boxed items make sure to verify that all packaging seals are in place and that there is no visible damage to the packaging. Should any seals be loose, missing, or retaped, open the box immediately to further investigate.

INVESTIGATE ORDER CORRECTNESS & COUNT

Once the order has been received, it is important to take a moment to review the packing slip against what has been received. Should any items not appear to be present or the configuration of the items received does not seem to match with the description on the packing slip, contact **Openchannelflow** immediately. As with inspections for damage, photographic support is always valuable.

It is important to account for and safely store the flange gasket, anchor bolts (if provided), and other small items as these are most commonly misplaced on construction job sites.

Special care should be taken to secure these and any other small items that can be easily misplaced on a job site. It is recommended that these items remain inside the shelter, or if moved a note be made as to the description, quantity, and storage location of the items.

INVESTIGATE ORDER CORRECTNESS & COUNT (CONTINUED)

Claims for shortage must be conveyed by the Buyer to the **Openchannelflow**, in writing, no later than (10) calendar days from the date of the receipt of goods. Claims for shortage beyond this period will not be accepted nor will they be adequate reason for the delay or diminishment of payment to **Openchannelflow**.

HANDLING

The products sold by **Openchannelflow** are specialty items and are fabricated to strict dimensional tolerances. It is important to remember that although they are rugged and designed for a long service life, they must be handled with care. Flow surfaces are particularly important and in handling products this should always be kept in mind.

When cranes, hoists, and other machinery are used to lift flumes or flume sections, spreader bars and lifting straps should always be used. When performing any overhead lift, all lifting eyes must be used in conjunction with good rigging practices. Rigging and lifting sequences and schedules of equipment are solely the responsibility of the buyer. Chains, ropes, and the like should never be used to move or position any fiberglass item as they may serrate the fiberglass laminate or compromise the protective gel coat surfaces.

STORAGE

If enclosures are not to be installed soon after delivery, they may be stored until the site is ready for their installation.

Enclosures should only be stored in a location that is clean, level, and away from construction traffic. When shipped on pallets, the shelters should be left on those pallets until such time as they are needed. Care should be taken to ensure that the end connections are protected from damage.

Tarp or cover any enclosure to be stored for an extended period of time before installation.