

Procedure for Damage Claims

All products produced by Companion Systems undergo comprehensive in-line quality checks during manufacture. Prior to shipment each unit is thoroughly inspected to ensure that it meets the highest quality standards. This procedure ensures that almost all defects are found and corrected before the units leave the factory. Careful attention is given to the packaging of each unit in order to minimize damage during transit. However, even with all these safeguards, shipping damage may occasionally happen. Therefore it is important that the Receiving Agent follows the inspection procedures outlined below within 72 hours of receipt:

1. Upon delivery, inspect the product packaging for damage with the delivering driver.
 - Note any damage on the bill of lading and have the truck driver initial the damage note
 - Take digital images of the affected areas and email to Companion Systems
2. Open container and visually inspect for concealed shipping damage within 72 hours of receipt.
3. If damage is found, and the freight was billed to Companion Systems,
 - Notify Companion Systems Customer Service immediately in order to meet the 72 hour requirement for claims. Otherwise, the carrier may refuse the claim. If this occurs, the receiver will incur any expenses for necessary repairs.
4. If damage is found, and the freight was billed to the receiver,
 - The receiver must make the claim with the carrier. The carrier will only accept the damage claim from the company billed for the original freight charges.
5. If damage is found,
 - All packaging materials must be kept with the damaged unit
 - Take digital images of the affected areas and email to Companion Systems
6. Once Companion Systems has been notified, an inspection will be requested from the carrier. It may take up to a week to get an inspector to the receivers' location. If the unit is installed or packaging is destroyed, all rights to a damage claim will be waived and Companion Systems will not be held liable for charges, repairs, or replacement.
7. Forward copies of all documentation to Companion Systems Customer Service, preferably by fax **(801) 294-3537** or **(801) 936-1563**, to ensure adequate time to make the claim within the 72 hour deadline.

NOTE: All rights to claims for shipping damage are forfeited if the product is not inspected and a Companion Systems Customer Service Representative is not notified so that the claim can be filed within 72 hours of product delivery. Companion Systems is not responsible for damage incurred while shipping to a second location, mishandling during installation, or mishandling during warehouse storage. Please make sure the receiving warehouse and/or installer understand the above procedures and that the unit is handled with care in transit and during installation.