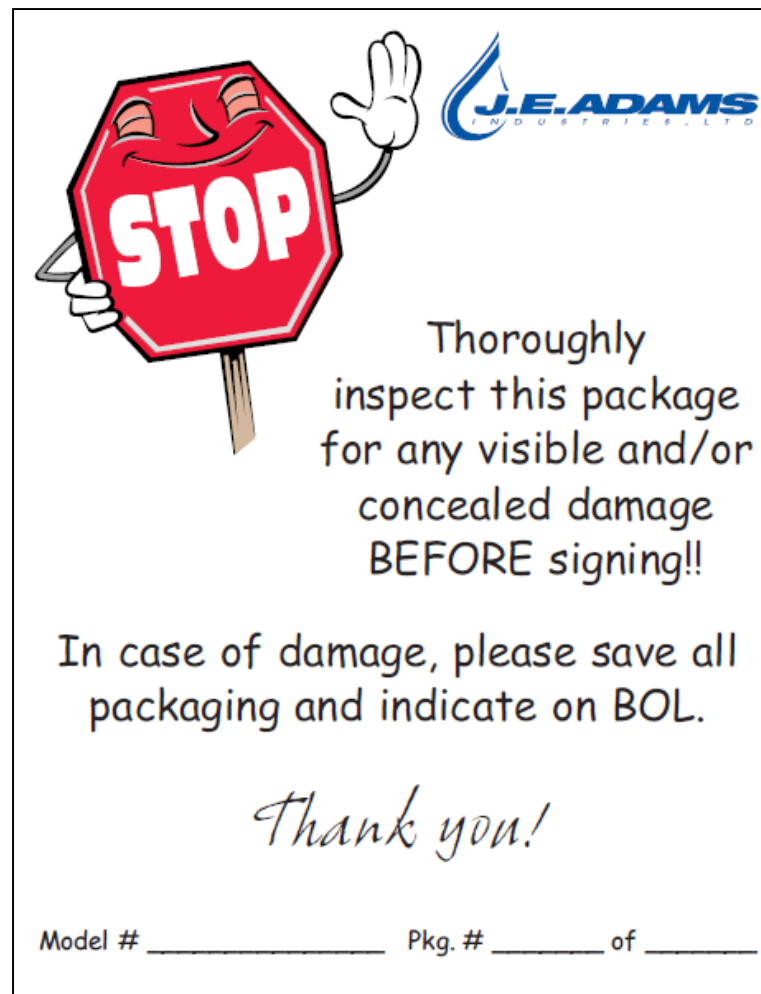


Freight Damage

- Each unit is shipped with a sticker (shown next slide) instructing customer to inspect unit.



Freight Damage



- Final bill of lading are faxed out the morning after the shipment was picked up with the following freight information:



ATTACHED IS A COPY OF YOUR BILL OF LADING THAT JE ADAMS HAS SHIPPED ON YOUR BEHALF. IF WE ARE DROP SHIPPING TO YOUR CUSTOMER IT IS YOUR RESPONSIBILITY TO PROVIDE THEM WITH THE FOLLOWING INFORMATION REGARDING FREIGHT DAMAGE.

FREIGHT DAMAGE CLAIMS

Although most shipments are received in perfect condition, it is *imperative* that you carefully inspect all packages/shipments for damage. Even if there is no visible damage please remove all packaging to inspect the shipment *before* the driver leaves. The driver is required to wait for you to inspect the shipment. You must notate the delivery receipt clearly regarding the damage. Be sure the driver also notates the damage and then contact us as soon as possible. Please retain all packaging in case the carrier wants to inspect the goods onsite. If this procedure is followed, and the Delivery Receipt is signed clearly stating "damage", we will file a damage claim with the shipper and ship a replacement part as soon as possible.

Important: If damage is not notated upon delivery, contact the shipping carrier immediately to report the damage. This must be done the same day of delivery. Please note, this does not guarantee a free replacement, but it increases the possibility of the claim being approved for possible reimbursement. **Most times once the driver leaves freight carriers will not accept freight claims as you have signed for the delivery without damage.**

Damaged goods not notated on the bill of lading with the carrier are assumed received in perfect condition and will not be refundable. **NOTE: If the damage is not notated on the Delivery Receipt, you will be responsible for any replacement costs.**



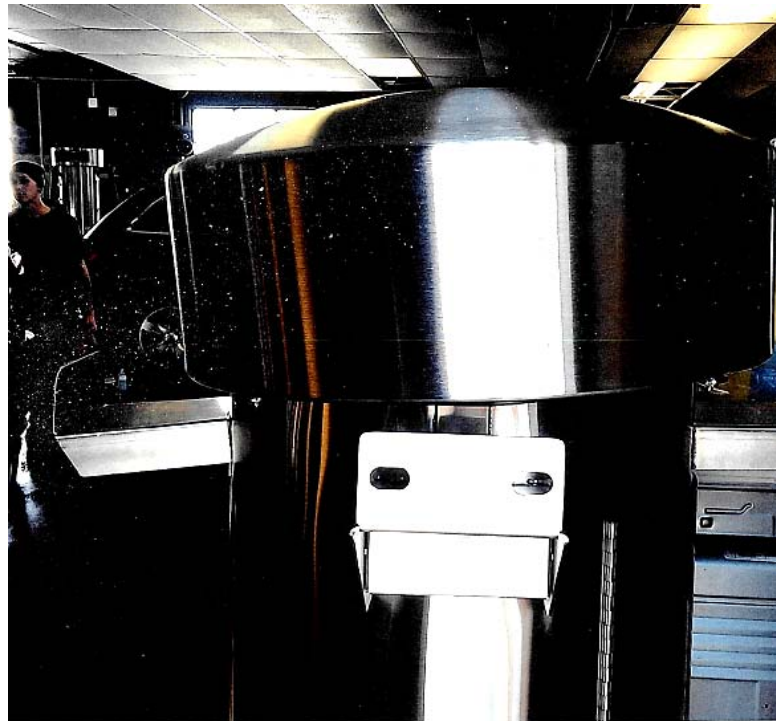
Freight Damage

- What happens when there is damage?
 - The customer should properly note the damage on the BOL, keep the packing materials, take photos and contact us right away so that a claim can be filed and reimbursement collected.
 - If the unit is damage beyond repair DO NOT accept the shipment. Refuse the shipment due to freight damage and contact us as soon as possible.
 - If the customer accepts the shipment, signs for it and does NOT note damage, the claim will be denied and we will not be able to collect for damages and credit the customer.

Freight Damage



- Here is an example:
- Product is clearly damaged once un-packaged.
- Because this was signed for without any damage noted we are not able to collect from the freight company and the customer is responsible for the damages.



SHIPPER	237 257 064
JE ADAMS	
SHIPPER	1025 63RD AVE SW
DEST	CEDAR RAPIDS IA 52406
DEST	21961354 (319)363-0237
SDH	ADV CAR
ORIG	BLW 391543
RKI	



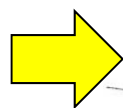
WEIGHT(LBS)	NMFC
310	132680-03

UPGF 560 03/26/07 F 25837

PAGE 1 OF 1

2 <TTL PCS	PRINT NAME <i>Paul Miller</i>	TTL WT >	310	DDOM	ARRIVE	DEPART
PIECES DLVRD	SIGNATURE <i>Paul Miller</i>	FIRM	<i>Urtam</i>			
WRAP INTACT?	RECEIVED THE ABOVE PROPERTY IN GOOD CONDITION EXCEPT AS NOTED		DATE	DRIVER NAME		
YES NO?	RECORD EXCEPTIONS & DESCRIPTIONS OF GOODS IN BODY OF FORM ABOVE		<i>3/26/15</i>	<i>Herker</i>		

WRAP INTACT?



RECEIVED THE ABOVE PROPERTY IN GOOD CONDITION EXCEPT AS NOTED. RECORD EXCEPTIONS & DESCRIPTIONS OF GOODS IN BODY OF FORM ABOVE.