



PACIFIC SAFE MANUFACTURING, INC. SHIPPING & RETURNS POLICY

Pacific Safe Manufacturing, Inc.'s shipping policy is F.O.B. (Freight On Board) Upland, CA. However, when shipping through Pacific Safe Mfg, Inc.'s choice carriers (allowing Pacific Safe to arrange the shipping, prepay, and add freight cost to your invoice), we will often go above and beyond the F.O.B. policy. As a valued partner, we believe in our responsibility to support and satisfy you in this regard.

FREIGHT POLICY WHEN SHIPPING PREPAY & ADD VIA PACIFIC SAFE MFG, INC.'S CHOICE CARRIERS

DAMAGES DISCOVERED AT TIME OF DELIVERY:

- ◆ You have the right to refuse the damaged merchandise and return back to Pacific Safe Mfg, Inc. We will place a replacement order with an expedited ship date (if possible) for which we will request to send replacement item(s) at no charge to you. Please note that we will request pictures of the damages to initiate a claim. Pacific Safe Mfg, Inc. will file a freight claim directly with the carrier for reimbursement.
- ◆ The acceptance of damaged merchandise releases Pacific Safe Mfg, Inc. of any responsibility for damaged goods once received and signed for. **Our packaging will specifically state in bold to inspect before signing for the merchandise.** However, we will often send out replacement parts at manufacturing cost or provide a solution (if possible) for the damaged item(s). Please note that we may request pictures of the damages in order to provide a solution should the damages be minimal and if it can be resolved. We will assist in filing a freight claim on your behalf to help reimburse you for any losses associated with the shipment and any reimbursement received through the claim will be credited back to your account. If you choose to file the claim on your own behalf, we will support you throughout the claim process as you see fit.
- ◆ **It is very important to note all damages or possible damages on your delivery receipt while the driver is still onsite. Please make sure to have the driver sign off on the paperwork noting damages.**

DAMAGES DISCOVERED AFTER DELIVERY:

- ◆ If you have discovered concealed damages or missed the damages at the time of delivery, Pacific Safe Mfg, Inc. will assist you in filing a freight claim and can provide replacement parts at manufacturing cost or provide a solution for the damaged item(s). However, you will be responsible for any losses that arise and not covered by the result of a freight claim. Most carriers do require concealed damages to be reported within 5 business days. To ensure a greater chance of reimbursement, please contact us immediately at (888) 383-2721 upon discovery of the damages.

PHOTO DOCUMENTATION FOR DAMAGES:

- ◆ Regardless of whether you accept or refuse a delivery, if you identify damages, take photos and forward them to us as soon as possible.
- ◆ Photographs should include:
 - ◆ Exterior Packaging – Showing where damages could have incurred (holes/dents on cardboard/packaging, broken pallet(s), etc.).
 - ◆ Damaged item(s) – An overall photo of the item with close ups of the damaged areas.

FREIGHT POLICY WHEN BILLING THIRD PARTY TO YOUR ACCOUNT OR BROKER'S ACCOUNT:

- ◆ Pacific Safe Mfg, Inc. is strictly F.O.B. Upland, CA. Once the freight is loaded onto your chosen carrier's trailer, we are no longer liable for the freight. Should any damage(s) result during transit or if delivery is refused for any reason, Pacific Safe Mfg, Inc. will not take responsibility for any losses or additional costs incurred. The freight and all related costs for freight shall be your responsibility and between you and your chosen carrier or broker. We will be more than willing to supply any documentation needed to support your freight claim.

WHAT TO LOOK FOR UPON DELIVERY:

Reminder: Please inspect all shipments thoroughly prior to signing the delivery receipt. We recommend unwrapping the shipment while the carrier is present. Please be aware that the driver **MUST** wait for you to fully inspect the merchandise at any time there is any pallet or cardboard/packaging damage, dents, or scrapes.

The below are some tips on how to identify potential damages at the time of delivery if there is limited or no time to unwrap your shipment:

- ◆ If there is no Pacific Safe Mfg, Inc. cardboard boxing which would typically have our contact information.
- ◆ If the plastic banding has been removed or replaced.
- ◆ If the pallet is not 100% intact.
- ◆ If you see that the carrier has double-stacked the shipment or if anything else on their truck has been double-stacked.
- ◆ Unfamiliar packaging, pallets, or banding.
- ◆ Merchandise lying on the incorrect side (Our packaging will always state which side the front and rear of the safe is positioned and should never be lying down).

IF THERE ARE ANY OF THE ABOVE INDICATORS, IMMEDIATELY UNWRAP YOUR SHIPMENT AND INSPECT THE MERCHANDISE. YOU MAY REFUSE THE SHIPMENT AT YOUR DISCRETION (IF FREIGHT IS ARRANGED PREPAY & ADD). If you are unsure of what to do at time of delivery, please call us at (888) 383-2721.

- ◆ The vast majority of carriers will allow a minimum of 15 minutes for delivery/receipt. Use those 15 minutes to inspect the delivered merchandise thoroughly. If the carrier refuses to wait while you inspect, ask them to refer to their tariffs for allowed amount of time for unloading/delivery.

As stated earlier, concealed freight damages should be reported within 5 days of receipt of shipment. Should you wait any longer, the chances of being reimbursed through the carrier begin to quickly diminish.

RETURNS FOR MERCHANDISE

Merchandise such as locks and keypads may be returned within the 14 days of delivery. However, please be sure to notify us at (888) 383-2721 to initiate a return. Upon receiving a return authorization, Pacific Safe Mfg, Inc. will provide appropriate shipping instructions. Returns will not be accepted without a Return Authorization Number and any unauthorized returns without prior approval will be returned to the customer freight collect. All returned merchandise will be inspected by our team to determine if the return meets our stated criteria. Refunds will not be issued if there are missing parts or the product cannot be resold as new. Refunds will be applied to the original credit card less a 15% restocking fee if determined that the lock is in working condition.

- ◆ **Please Note: Safes that are “Built to Order” are not covered by our 14-day return policy as they are manufactured to the customer’s specifications. These orders cannot be canceled once Pacific Safe Mfg, Inc. begins production on an order.**

If you have any questions or concerns, please do not hesitate to contact us.

Best Regards,

Anthony Rangel
CEO/Chief Engineer
Pacific Safe Manufacturing, Inc.
(888) 383-2721