



Shipping Policy

All shipments via common carrier, whether the freight charges are pre-paid or collect, ship **F.O.B.** our dock. (F.O.B. indicates that the buyer owns the goods in transit and is responsible for filing claims, if any.) On pre-paid orders from Steel Dor, it is generally implied that the freight charges will be pre-paid and added to the Sales Order for invoicing to the customer.

We package our material carefully to avoid freight damage; however, damage can sometimes occur during shipment. Should damage occur, you must note any obvious or potential damage on the bill of lading when you receive your order. Examples: "frame damaged" or "door dented" or "missing item." In all instances, sign the bill of lading and add the comment "Subject to internal inspection." You now have 24 hours to open the packaging, inspect the product for any concealed damage and contact the freight carrier with your report.

If not signed for properly, you will be responsible to pay Steel Dor for any replacements. The freight carrier may reimburse you.

Also, you may contact Steel Dor and report the damage to your sales person. If signed for correctly and reported to your Steel Dor sales person within 24 hours, Steel Dor will file the freight claim for you.