



**Saturn
Rack
Company**

Freight Shortage, Damage and Claim Policy

DAMAGE:

In the event of damage to a shipment please follow this procedure:

1. The damage **MUST** be notated on the receiving freight bill.
2. Fax a legible image of the freight bill with the damage notated to 770/499-7355.
3. Include a description of the damage.
4. The customer must hold the damage goods for either inspection or return.

SHORTAGES:

For shortages refer to the chart showing the total number of pieces per rack in the shipment:

Model	Upright	Base	Tray	Hardware	Total Pieces
Tensor 18			1 box 42x23x6		1
Tensor 18 Double			2 boxes 42x23x6	14x8x6	3
MR223240	63x27x7		2 boxes 23x35x13	Hardware shipped in a 1-1/2 cubic foot bag	4
MR223250	63x27x7		2 boxes 23x35x13		4
MR3248	63x52x7	37x49x3	2 boxes 52x35x9		5
MR4052	63x56x10	47x53x3	2 boxes 56x43x9		5
MR4333	63x37x7	48x34x3	2 boxes 52x36x9		5
MR4569	63x76x10	52x70x3	4 boxes 72x48x6		7
MR5269	63x76x10	59x70x3	4 boxes 72x55x6		7
MR5281	63x86x10	59x82x3	4 boxes 85x55x6		7

Ask your customer to refer to their receiving freight bill to insure they received the correct number of pieces. All shortages **MUST** be reported on the receiving freight bill. Notify the delivering freight carrier immediately!

CLAIMS:

With this procedure followed we will assist or process the claim.

Rack Specialists

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