



IMPORTANT NOTICE

FOR YOUR PROTECTION

The carrier who delivers merchandise to your door is responsible for loss and damages. Acceptance of the shipment by the transportation company is acknowledgement that the articles delivered to them were in good condition and properly packed.

Here's how to handle damages and shortages:

VISIBLE DAMAGE

1. Have delivery person note on freight bill the nature and extent of damages.
2. Notify the transportation company's office to inspect the merchandise.
3. Notify Bristol and Bath at once. There is a time limit during which the transportation company will consider a claim.

CONCEALED DAMAGE

1. If damage is noticed when merchandise is unpacked, notify transportation company's office immediately and ask to have it inspected.
2. Do not destroy packing materials until shipment is inspected and claim settled.

SHORTAGES

1. All shortages must be reported within 7 days.
2. Check number of cartons delivered with the quantity shown on your receipt. If quantities do not tally, have driver note shortage.
3. Advise us promptly.

IMPORTANT

Claims for loss or damage or transportation charges must not be deducted from our invoice, nor payment of invoices withheld while awaiting adjustment of such claims, since it is the responsibility of the carrier to guarantee safe delivery.

Note: Do not return damaged merchandise as transportation company will pick it up after settling claim.

IMPORTANT: GOODS CANNOT BE RETURNED WITHOUT WRITTEN AUTHORITY