

Apr/10

FROM: _____

TO: @ GRK FASTENERS™

RE: SHIPPING/RECEIVING

Dear Sir/Madam

Date: _____ 20 ____

We would like to ask for your attention in the following matter.

On all future shipments you receive from GRK Fasteners™, please ensure that the number of boxes indicated on the freight company's shipping papers matches the amount of boxes you received. If the shipment appears to be damaged, **please have the delivery driver acknowledge this difference by signing on the shipping papers.**

This is not a request for you to check an order in detail immediately upon its arrival.

This is by no means a way to shift blame to the customer, but simply to ensure that it will be easier for all three parties involved to take responsibility, should a problem arise.

However, please note that GRK Fasteners™ is not responsible for missing items that were lost during transport but which were signed for by the receiving warehouse staff.

If items are missing because of loss during transport, please inform our head office immediately, within 3 working days, at 1-800-263-0463 so we may enter a claim with our freight company. **However, such a claim can only be entered if the above procedure is followed.**

Best regards

GRK Fasteners™ Management

please sign here

fax back to 1-800-895-5160