

## MARKETING ANNOUNCEMENT

Shipment Issue/Freight Damage Marketing Announcement  
September 2016

### To: Carlisle HVAC Products' Distributors

Carlisle HVAC Products strives to provide customers with a seamless shipping process in which items arrive in excellent condition and in a timely fashion. In order to best facilitate either credits or product replacement for either damage or shortage, please follow the instructions below and contact our Customer Service Department at 877-495-4822 the day of receipt. Below are Carlisle HVAC Products' receiving guidelines for truckload and LTL shipments.

**Truckload shipments:** Recipients have two hours to unload before the driver begins to charge detention. Detention fees vary based on carrier. Upon arrival, confirm that the shipment's seal is unbroken. If the shipment does not have a seal, immediately call your customer service representative, mark the damage, product shortage, or lack of seal on the bill of lading, and take photos. Even if the shipment is short or damaged, please receive the shipment (unless there is a hazmat spill, in which case you should call Chemtrec immediately).

**Less than truckload (LTL) shipments:** LTL shipments will arrive separately from truckloads and will not have seals. Recipients have 30 minutes to unload before the driver begins to charge detention. LTL shipments are live unloads: the driver will not leave until the shipment has been unloaded. Compare the packing slip with the bill of lading and if there is a discrepancy, mark it immediately. If the shipment is short or damaged, mark the delivery receipt, contact customer service, and take photos of the damage. Even if the shipment is short or damaged, please receive the shipment (unless there is a hazmat spill, in which case you should call Chemtrec immediately).



Full Pallet



Packing Slip



Partial Pallet



Close-up of partial pallet  
with tape

It is a best practice to not double stack sealant pallets either in a warehouse or during a transfer between warehouses.

If you have any questions regarding this marketing release or any others, please contact me. For immediate assistance with any shipment issue please contact our Customer Service department at 877-495-4822.

Sincerely,

Billy Prewitt  
Marketing Manager, Carlisle HVAC Products