

**Damaged Goods:** We request that you refuse any orders that arrive with visible damage, or if you need to receive the material, sign the delivery receipt stating that you are receiving damaged goods. If any type of **box damage** is visible, please inspect the interior product for damage. Please note on the delivery receipt that there was box damage, that the item was inspected, and the condition of the product. **If concealed damage is noticed, it must be reported to the carrier within 15 calendar days. Concealed damage claims require detailed statements about the condition of the shipment to prove carrier negligence.** Concealed damage is defined as damage that could not be determined at time of delivery. Creases, bent corners, and holes are not concealed damage, they are visible signs of damage that need to be noted. If carrier liability cannot be proven they will deny participation in the claim. It is very important that complete and accurate product condition is noted at time of delivery. A signed delivery receipt, without any exception noted is viewed as a free and clear delivery. A free and clear delivery assumes the consignee inspected the shipment and it was in good order upon delivery. **The Stock Market ships all motor freight shipments secured to pallets for product protection while in transit. If material arrives without pallet please note this on the delivery receipt at time of signing.** Credit for concealed damages will depend on carrier honoring claim. Credit on a concealed claim can be difficult to collect from the carrier due to the nature of said claim. The Stock Market will strive to provide the typical resolution, carrier pays a third, The Stock Market pays a third, and the customer pays a third.

**Defective Goods:** In the event you receive merchandise from the Stock Market that is defective, please contact us immediately and we will issue you a return authorization to send the material back to our distribution center for credit. As soon as we receive the material back, we will issue you full credit. **Please ship it back FREIGHT COLLECT if the item was shipped motor freight.** If it is being returned back via UPS, then you may debit us for any return freight charges incurred on your end.