

 <p>Freeform PLASTIC PRODUCTS <small>A DIVISION OF BOURGAULT INDUSTRIES LTD.</small></p>	<p>SERVICE AND WARRANTY POLICY MANUAL</p>	<p>Effective Date: Aug, 2001</p>
<p>Section 6: Shipping Policy</p>		<p>Page: 1 of 1</p>

The Free From Plastic Products Shipping Policy will apply **to the shipment of all Free Form products**. This policy has been designed to ensure continued customer satisfaction and quick resolutions to disputes arising from product damage during shipping and transportation. Transport damage to products includes, but is not limited to, paint damage caused by stone chips, road spray, and corrosion resulting from road salt.

In all shipping and transportation situations of Free Form products, the carrier will be responsible for product damage incurred through the shipping and transportation process. This includes packaged, crated, towed, or hauled products. The liability of the carrier will end at the point of delivery. The receiver shall be responsible for damage occurring during unloading.

At the point of origin, the carrier will be responsible for inspecting and signing that the product is free from defects or pre-delivery damage. As well, the carrier will be responsible for completing the following items at point of delivery:

1. Have the product inspected for shipping and transportation damage by the receiver.
2. Arrange for and advise the receiver for the removal of damaging and potentially damaging foreign material from the product. (i.e. road salt)
Note* The receiver will be responsible for cleaning the product.
3. Obtain the signature of the receiver on the Packing Slip and the Load Item Checklist.

Damage incurred through the shipping and transportation process, must be documented at the time of delivery by the receiver. This documentation should be affixed to the Bill of Lading and reported to the carrier.

Within a 15-day period from the delivery date, the receiver must advise the carrier that action for damages incurred during shipping and transportation will be pursued. Failure to do so may void any claim to compensation.

This policy will not include situations where a defective component or assembly error results in damage to the product under extenuating circumstances. The Free Form Warranty Policy and the remedies set out in the Warranty Policy will apply to these situations.