



## **LTL Freight Policy**

**Effective January 1, 2024**

**Potter truck freight fee is a \$75.00 drop charge.**

**LTL shipment freight fee is a \$150.00 drop charge.**

**For any additional services required actual service fees will also apply.**

**Ex: call for appointment, lift gate, etc.**

## **Freight Damage Policy:**

All product **must** be inspected for damage at the time of delivery.

## **Visible Damage:**

If product is damaged dealer is advised to refuse the product and contact Potter Customer Service to let us know the product was refused due to damage.

If PDI is not contacted regarding product refusal additional fees may be applicable.

If product is accepted that may have damage always note any damages on BOL with freight carrier and take photographs of carton(s).

If damages are not noted on BOL and product is received, dealer will be responsible for damage claim with freight carrier directly.

## **Concealed Damage:**

Damage must be reported to Potter Distributing within 14 days from invoice date.

Proof of concealed damage must be in hand at the time of claim and are as follows:

Photos of all 4 sides of box, photo of model/serial tag and all unit damage.

Serial number on product box **must** match serial number on product.

Photos must be forwarded to Potter Distributing via email to [orders@potterdistributing.com](mailto:orders@potterdistributing.com).

Customer Service team will contact dealer with additional details as needed per claim.

**RETURN POLICY:**

**Dealer error/Courtesy return:**

Product must have been invoiced within the last 90 days of return request.

25% Re-stock fee **plus any actual LTL freight charges** back to Potter for factory sealed carton product.

**Open Product:** No return option available.

**Service Returns:** Will be handled in the field with PDI Territory Manager, dealer must follow MFG guidelines.

**MFG Field Scrap:** Dealer will be responsible for following MFG procedure.

Any questions, please feel free to contact your Potter Territory Manager or Customer Service at 1 800 748 0568.