



To Our Valued Customer,

The Shipping Department of Harris takes great care to ensure that your product is packaged and shipped in such a way as to protect the product during transit to your location. However, damages do occur on occasion. In the event that damaged product arrives at your facility, please follow the guidelines listed below to assist us in determining and eliminating the cause for damage. This information will also aid in the placement of a *Damage Claim* with the carrier.

1. If damage is evident upon arrival of the package, note the damage on the Bill of Lading. Notify your Harris Customer Service Representative immediately, via the contact information found at:
<http://www.pspc.harris.com/Service/CustomerService.asp> .
2. If damage is found upon inspection of the goods, please notify your Harris Customer Service Representative immediately. Provide your Harris Customer Service Representative with the packing list number/delivery number.
3. If the damage is cause for a *Carrier Damage Claim*, the carrier may request that their representative inspect the damaged product at your facility. We will notify you if this is the case and arrange for a convenient time for the inspection. This can take 48 hours.
4. Please keep the packaging present when the product arrived. We may ask that you return it to us, along with the damaged product, to allow analysis of packaging adequacy.
5. Take pictures of the damage if possible. A digital picture sent via e-mail is the best tool to notify all interested parties that damage has occurred. Include pictures of packing material, particularly if the box/skid/crate has evidence of damage.

You may be asked to file the claim directly with the carrier, in which case we will assist as necessary with this process, or Harris will file any applicable claims for damage. We will assist you in any way possible to resolve the product damage quickly and to your satisfaction.

Best Regards,
Harris Shipping Department