

MINERAL SPRINGS DAMAGE / LOSS POLICY

The damage / loss policy varies based on the method of delivery - UPS, FedEx or LTL

UPS DELIVERIES: Manufacturer can only guarantee credit or replacement of product received if the consignee has the UPS driver note the damage/loss at the time of delivery or if Customer refuses the damaged product. The credit or replacement will be based on the number of *bottles* damaged or missing. If the damage/loss is not noticed until after the driver has left, Customer *must* 1) notify both Manufacturer and your local UPS terminal immediately, 2) email or fax Manufacturer a detailed description of any damage - pictures may also be required, and 3) keep the product available for UPS inspection. In the case of damage/loss found after delivery, any credit or replacement will be based on the credit Manufacturer receives from UPS if the claim is accepted. If Customer requests replacements, they will be shipped within the normal ground transit time – Customer is responsible for any additional charges for expedited delivery service. *Customer is responsible for payment of any undamaged product that is refused.*

FEDEX DELIVERIES: Manufacturer can only guarantee credit or replacement of product received if the consignee has the FedEx driver note the damage/loss at the time of delivery. The credit or replacement will be based on the number of *bottles* damaged or missing. If the damage/loss is not noticed until after the driver has left, Customer must contact Manufacturer to report the number of bottles damaged or missing – a description and pictures of any damaged product may be required. It is not necessary for you to contact FedEx directly. If Customer requests replacements, they will be shipped within the normal ground transit time – Customer is responsible for any additional charges for expedited delivery service. *Customer is responsible for payment of any undamaged product that is refused.*

LTL DELIVERIES: Manufacturer can only guarantee credit or replacement of product if the consignee has the driver note the damage/loss on the delivery receipt at the time of delivery or if Customer refuses the damaged product. The credit or replacement will be based on the number of cases or bottles noted as being damaged or missing on the delivery receipt. If the damage/loss is not noticed until after the driver has left, Customer *must* 1) notify Manufacturer *immediately*, 2) email or fax Manufacturer a detailed description of the specific number of bottles damaged - pictures may also be required, and 3) keep the product available for inspection by the carrier. Manufacturer will notify the carrier if there is sufficient basis for filing a claim. In the case of damage/loss found after delivery, any credit or replacement will be based on the credit Manufacturer receives from the carrier for the number of bottles damaged or lost if the claim is accepted. If Customer requests replacements, they will be shipped within the normal LTL transit time – Customer is responsible for any additional charges for expedited delivery service. Please note that if Customer refuses the entire shipment due to partial damage/loss, Manufacturer can only file a claim on the actual number of cases damaged or missing as noted on the delivery receipt, and *Customer is responsible for payment of any undamaged product that is refused.*