

Effective Date: Shipments Received On and After June 15, 2022

Re: Material Shortage and Freight Damage Policies

We have had a flexible policy with respect to material shortage and freight/transportation damage claims; however, we will no longer be offering as much flexibility to our customers. Per the effective date on this memo, we will be implementing the following policies.

Material Shortage Claims

Senneca Holdings requires notification within 15 days of delivery to claim material shortage. This includes product, components, hardware, and accessories. If we are not notified within **15 days of delivery**, invoices are expected to be paid in full and replacements and transportation costs associated with the replacements will be charged.

Freight/Transportation Damage

Freight/Transportation damage is defined in two ways:

- External – Visible as damage to the packaging
- Internal – Packaging is intact, but there is damage to the product inside the packaging

External Damage

To claim external damage, we must have photos of the damaged packaging and the damaged product. The claim must be reported within 5 days of receipt.

Internal Damage

We understand that projects may take time to complete, so the timing to report internal damage will depend on the shipment location of the product.

Warehouse shipments – claims must be filed within **30 days of delivery** and assume that the doors have not been shipped again to a job site.

Job site shipments – claims must be filed within **5 days of delivery** because of the uncontrolled environment of jobs sites.

While I understand that change is not easy, this is an important step to our business success.

Sincerely,



Hal Shapiro
Senior Vice President, C&I Sales and Marketing