

## Freight Shipping Information:

### IMPORTANT FREIGHT SHIPPING NOTIFICATION

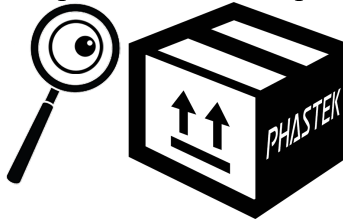


We at Phastek Performance want to make your shopping experience with us a great one.

This Notification is to inform you that the order or partial order you placed with Phastek Performance will be shipping by Freight Truck. This means that the order will not be delivered by a regular carrier such as USPS, UPS, or FedEx. We are informing you that Freight companies operate by different rules when it comes to shipping an item(s). **Failure to follow these rules will deny you any and all claims of damage made by Freight Companies during shipment.**

#### Rules to follow when taking delivery of freight shipment:

- 1. Check the outside of the package for any damage** with the delivery driver. If there is damage to the outside of the package then take pictures first before inspecting the contents inside for damage. There are times when the outside of the package is damaged but the product inside the package is fine.



- 2. Inspect the contents** inside the package for damage with the delivery driver. There are times when a package's exterior shows no damage but the product inside the package could be damaged due to being miss handled by a freight company.



- 3. Do Not Refuse the package** in either case. You will need to have the delivery driver make the notification of the damage on the Bill of Lading **BEFORE** signing off on the delivery. This is very important. Your claim will be denied if the Bill of Lading does not have any notifications of the damage from the driver. The Bill of Lading is usually on transfer paper so you and the freight company will get a copy. Make sure the notes show through to the other copies and the notes are correct.



**4. Take pictures** of the damaged product inside the package as well as the Bill of Lading with the notes and immediately email the pictures to [support@phastekperformance.com](mailto:support@phastekperformance.com) so we can start the claim process.



**5. Never Throw the Packaging away!!** It is very important that you retain the packaging. By packaging we mean the box and all the materials that were used inside the box. This is a requirement when filing a claim. Without the Packaging the claim will be denied.



**6. You only have 24hrs to inform us of damage to your product(s)** once you sign the Bill of Lading. If this damage is not reported within 24hrs to Phastek Performance and the carrier, you will be liable for the damage. These are the rules of almost all freight companies. So please do not take this lightly.



**International Freight Shipping Information:** Any item that ships International via freight will require the customer to provide a broker once the package arrives at the border or clear the package at the border themselves. Any additional broker or customs fees may be applied to the shipment and will be the responsibility of the customer. Failure to do so could result in the item being returned and any additional freight fees associated with the return will be the responsibility of the customer.

Most freight companies will usually contact you at the phone number you entered under the shipping section during checkout a day before the delivery is made. When the shipment arrives they will ask whoever the

recipient is to sign the delivery receipt also known as the “Bill Of Lading”. Phastek Performance strongly suggest that the recipient follow the rules outlined above before signing the “Bill of Lading”. In most cases there will be a sticker notification from the manufacture/shipper of some kind attached to the outside of the package informing you to inspect the package and its contents. There are times that the driver might be in a hurry to leave. You will still need to follow the rules outlined above to ensure you are covered in the case that there is any damage to your order/shipment. **Failure to follow these rules will deny you any and all claims of damage made by Freight Companies during shipment.** Just to note, most Freight Companies follow the same outline of rules. There is no negotiating a claim if these rules are not followed by the recipient of the Freight Shipment. If you are having this order shipped to someone or somewhere other than yourself, then PLEASE forward this Notification/Email to them and ensure that they know what to do when your order is being delivered. Examples of someone or somewhere else would be your friend’s house, a relative, the apartment office where you live, work place while you are out town, performance shop, body shop, Freight Forwarder, etc.

Remember we are here for you Monday through Friday 9am to 5pm (CT) by either email [support@phastekperformance.com](mailto:support@phastekperformance.com) or by phone 1-855-742-7835

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