



Ecoer Inc.

Jan 1, 2022

43671 Trade Center

PL #100

Dulles, VA 20166

703-348-2538

Ecoer Freight Damage-Shortage Policy

Please review the Ecoer, Inc. freight policy as of 2022

- 1) Ecoer has a rigorous pre-shipment procedure in place designed to verify that all products leaving our facilities are damage free.
- 2) Once the freight company takes possession, they are responsible for the condition of the product.
- 3) Once the distributor receives the product, they in turn take responsibility for the condition of the product.
- 4) Any damage/shortage claims will be between the distributor and the freight carrier.

We believe that it is very important that all products be inspected at time of delivery from the freight company. It is difficult to file a claim with the freight company when your receiving team has signed a document stating that the product is in good condition.

Please review our full policy in our distributor agreement, available on <https://www.ecoer.com/distributor-documents>. This freight policy supersedes all freight policies previous to Jan 1, 2021.

Thanks for your help in this matter!

Ecoer Team