

IMPORTANT NOTICE
GLASS IS A FRAGILE PRODUCT
PLEASE INFORM YOUR RECEIVING DEPARTMENT

GLASS MUST BE INSPECTED
IMMEDIATELY UPON ARRIVAL
IN PRESENCE OF DELIVERY DRIVER

IF DRIVER WILL NOT ALLOW INSPECTION, WE
STRONGLY RECOMMEND WRITING “**POSSIBLE
CONCEALED DAMAGE, PENDING INSPECTION**”
DIRECTLY ON THE BILL OF LADING

FREIGHT COMPANIES DO NOT ALLOW ANY
CLAIMS FOR DAMAGES AFTER DELIVERY.

PLEASE REVIEW THOROUGHLY AND STRICTLY
ADHERE TO THE RECEIVING INSTRUCTIONS.
FOLLOWING THESE CAREFULLY WILL ASSIST
YOU IN THE EVENT OF FILING A DAMAGE
FREIGHT CLAIM.

**ANY FAILURE TO CAREFULLY FOLLOW THESE
RECEIVING INSTRUCTIONS WILL BE 100% AT
YOUR OWN RISK AS NO CLAIMS WILL BE
ENTERTAINED BY FREIGHT COMPANIES OR
RAY-BAR AFTER DELIVERY.**

RECEIVING INSTRUCTIONS FOR GLASS

FOR YOUR PROTECTION THIS SHIPMENT IS INSURED. HOWEVER, TO RETAIN THE RIGHTS AND PROTECTION PROVIDED, THE FOLLOWING RECEIVING INSTRUCTIONS MUST BE CAREFULLY OBSERVED.

IT IS IMPERATIVE THAT SHIPMENTS OF GLASS BE OPENED AND INSPECTED PRIOR TO SIGNING WAIVER OR CARRIER BILL OF LADING.

PLEASE INSPECT THOROUGHLY AS THIS IS FRAGILE SPECIALTY GLASS. NO CLAIMS FOR DAMAGE OR DEFECTS WILL BE HONORED BY THE FREIGHT COMPANY AFTER THE INITIAL INSPECTION AT SAME TIME AND DAY OF DELIVERY.

RAY-BAR CRATES GLASS ABOVE INDUSTRY STANDARDS FOR PACKAGING GLASS; KEEPING IN MIND THE FRAGILITY OF THESE PRODUCTS AND THEIR MONETARY VALUE.

WHEN A SHIPMENT OF THESE PRODUCTS IS RECEIVED, PLEASE CAREFULLY SUPPORT AND TILT BACK THE CRATE, THEN CAREFULLY UNSCREW AND OPEN THE CRATE FACE AND INSPECT THE PRODUCT BEFORE THE FREIGHT COMPANY LEAVES YOUR RECEIVING DEPARTMENT. THIS SHOULD BE DONE IN THE PRESENCE OF THE TRUCK DRIVER EVEN IF THE TIP-N-TELL HAS NOT BEEN ACTIVATED AND EVEN IF THERE IS NO OBVIOUS DAMAGE TO THE CRATE OR THE TIP-N-TELL HAS NOT BEEN ACTIVATED AS THERE HAVE BEEN INSTANCES OF CONCEALED DAMAGE IN WHICH THE OUTSIDE CRATE DID NOT INDICATE ANY VISIBLE DAMAGE YET UPON OPENING THE CRATE, THE GLASS HAS BEEN BROKEN OR CRACKED. THIS CAN HAPPEN IF A CRATE HAS BEEN DROPPED AND REMAINS IN AN UPRIGHT POSITION WHICH WOULD NOT ACTIVATE THE TIP-N-TELL SYSTEM OR NECESSARILY BE EVIDENT ON THE EXTERIOR OF THE CRATE. GLASS CAN BE "CRACKED" IF THE FREIGHT CARRIER STACKS ANOTHER PALLET OR CRATE ON TOP OF IT DURING TRANSIT.

FREIGHT COMPANIES HAVE DAMAGED GLASS DURING TRANSIT AND WILL NOT ACCEPT RESPONSIBILITY FOR DAMAGE ONCE YOU HAVE SIGNED THE BILL OF LADING AND THEY HAVE LEFT YOUR BUSINESS.

PLEASE NOTIFY YOUR RECEIVING DEPARTMENT.

THIS IS A PRECAUTION ONLY, BUT SHOULD BE FOLLOWED IN THE EVENT OF DAMAGE.

IN THE RARE OCCASION THAT A DELIVERY DRIVER REFUSES TO ALLOW YOUR INSPECTION PRIOR TO SIGNING ACCEPTANCE, YOU MUST WRITE "POSSIBLE CONCEALED DAMAGE, PENDING INSPECTION TODAY" ON ALL COPIES OF THE SHIPPERS RECEIPT BILL OF LADING REGARDLESS IF THERE IS VISIBLE OUTSIDE CRATING DAMAGE OR NOT. THEN, IMMEDIATELY, INDIVIDUALLY, AND CAREFULLY INSPECT ALL OF THE PRODUCT CONTENTS IN THE CRATE/PACKAGE FOR CONDITION OR DAMAGE. IF ANY DAMAGE IS OBSERVED, PROMPTLY REPORT ANY ISSUES IN WRITING WITH PHOTOS TO THE SHIPPER WITHIN THE HOUR OF RECEIVING AND PRESERVE THE PRODUCTS AND ALL PACKAGING AND CRATING FOR CLAIMS ADJUSTMENT INSPECTION.

ONCE THE FREIGHT COMPANY ACCEPTS A SHIPMENT FROM RAY-BAR, IT IS THE FREIGHT COMPANIES RESPONSIBILITY TO DELIVER SHIPMENT TO THE DESTINATION IN GOOD ORDER.

DO NOT RETURN DAMAGED MERCHANDISE TO US

FILE YOUR CLAIM AS STATED ABOVE

Glass Crate Opening Procedures for Receiving Ray-Bar Glass

Glass must be thoroughly inspected in the presence of the delivery driver before signing the delivery receipt.

Wear all required personal protective glass handling safety gear such as protective eye glasses or goggles, gauntlet glass gloves, work boots and other protective clothing.

Carefully follow all applicable OSHA and NGA glass handling safety procedures. Important Note: X-Ray Glass is VERY HEAVY and FRAGILE and must be handled properly.

Never "table top" glass, always carefully move and store glass vertically and secured on slight angle.

Keep in mind the heavy weight and size of glass and crate before handling.

Never work alone, always have sufficient skilled help to safely handle glass with 2 or 3 skilled people.

Inspect glass crate to ensure bracing, pallet, crate and supports are still secure and intact, or carefully re-support and fasten if crate or bracing was damaged during transit and before actually opening crate.

Please note that glass can break or shift inside crate during shipping transit. Locate "opening side" face of crate (This face side is secured and attached with screw fasteners)

Secure crate from sliding back then carefully tilt crate back and slide blocks or chalk up and support with 4" wide x 4" high wood blocks so that the crate is secured, balanced and properly supported so that the crate cannot move or fall over and glass does not fall out when opening crate face to inspect or inventory glass.

Never trust glass to stand on its own, glass must always be secured or tied down or held in place at all times.

Always carefully follow all applicable OSHA and NGA glass handling safety procedures.

Always securely store glass indoors and properly tied down on tilted glass rack.

Never store glass flat on a table, or outside, or near heat or water/moisture.

Gently clean glass with soft clean cloth and mild glass cleaner, never with abrasive products.

Please carefully review and follow all glass care and maintenance instructions.

Contact Ray-Bar at 1(800)444-XRAY if any questions or concerns.

