

Freight Insurance

The Industrial Gold (IG) freight insurance policy covers the replacement of any freight damaged parts on the unit. The cost of the freight insurance policy is 1.5% of the invoiced items. This is put on the invoice as a line item. For the policy to be valid it must be selected prior to or at the time of shipment. The freight insurance policy can not be added once the product has been loaded on to the freight truck.

The labor rate on freight damage repairs is \$35.00 per hour. If the repair is going to take more than 2 hours, refuse the shipment to have it sent back to IG for repair at our facility. IG will then repair or replace the damage and send the unit back out. If a unit is received; and it is decided at a later time to send it back for repair, the recipient of the package is responsible for shipping charges back to the IG repair facility.

Once you or your customer accepts the damaged goods and signs the freight bill without the freight insurance on the invoice; the receiving company is responsible for filing the freight claim with the carrier, or the expense of shipping and repair of the unit back if they decide to send it back at a later time.

Freight Damage Claims process with IG freight insurance policy:

1. Note any damage on the freight bill provided by the carrier.
2. Make sure the carrier provides an exception or claim number.
3. Take detailed pictures of all damaged parts for review by IG.
4. Take a picture of the bill of lading with the tracking information.
5. Send pictures to sales@industrialgold.com
6. Note in the email a description of all damaged parts.

Industrial Gold will review the pictures and shipping information and send out relevant parts to repair the freight damage. For paint scuffs, scratches and blemishes, IG will provide a can of touch up paint to repair those areas.

Parts sent out to repair freight damaged items are sent on regular ground service. The freight insurance policy does not cover expedited shipping of repair parts. If expedited shipping is requested, the receiver would be responsible for the difference in the regular ground shipping and expedited shipping requested.

Shipments that do not have the IG Freight insurance policy on them will have to follow the freight lines guidelines for filing a freight claim on all damaged parts.

Industrial Gold

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