



Rubber Track Solutions Inc. Freight Acceptance Policy

At Rubber Track Solutions we take pride in our products and packaging of those products and are committed to ensuring that you receive your products in a timely manner, in good condition and complete. We select freight carriers who can extend the highest level of service that you are used to experiencing with Rubber Track Solutions. In order to ensure that we can continue to meet our standard of service, please notify us immediately within 72 hours of receiving your shipment if you have a shipment if you have damaged or missing product. You will also need to document with the delivering driver your damages or missing product at the time of delivery. Rubber Track Solutions is committed to ensuring your satisfaction as a customer but we cannot be held liable for lost or damaged freight if these guidelines are not followed. Failure to inspect at the moment of delivery will result in your acceptance of the damaged or defective products.

Documentation Process

If there is a piece count or pallet count that is differing from the carrier's delivery receipt, this needs to be documented on all copies of the delivery receipt and verified based on the attached packing list. Please have the carrier sign off on any shortage and notify Rubber Track Solutions so we may assist in getting the situation resolved.

The buyer must inspect the freight prior to signing the delivery receipt or bill of lading for the freight. If there is damage, to the product or packaging, you must note this damage on all copies of the carrier's delivery receipt and have the driver sign off on the noted damage. Please collect photo evidence of the damage at the time of delivery. Please contact Rubber Track Solutions so we can best assist with any situation that may arise.