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Carrier Insurance Policy

Dear Valued Solara Dealer,

We are excited that you have chosen the Solara Adjustable patio Cover, and appreciate your continued business. At Solara, we use the best crating and packaging available. We use only trusted carriers, which are members of the Better Business Bureau. These carriers have the most dependable delivery times, and the most solid performance track record. We refuse to work with any carrier that will not care for your order from the minute it leaves our warehouse, till it is in your hands. Below is a list of instructions for receiving and inspecting your delivery.

Receipt of Goods Instructions:

Every package that we send is insured for the total amount of the invoice, plus freight charges. However, when you sign that you have received the package without written statement of damage, that eliminates liability with the insurance company, and the damaged materials become your responsibility from that point on. Solara will not be able to do anything to help.

Upon arrival of your shipment, please inspect every inch of your crate for holes, dents, scuffs, splintering, etc. You may require the help of a few people to off-load your shipment. It is important that you take numerous pictures and videos of the crate while it's still in the truck. This documentation will serve as a valuable record of its condition upon arrival.

If there are ANY visible signs of damage to the box, it could mean there is concealed damage. At that point, you MUST tell the driver to wait as you open the crate and inspect all materials inside. If Driver fails to wait you MUST write: **"potentially concealed damage"** and make sure the **driver signs** it. If you could open the crate while the driver is still waiting on site and there is damage to any of the product, please note: **"Damage"** on the DRIVERS COPY OF THE BOL. **Please be sure to take good photos of all the damage and the crate as received** *(including the crate while still on the truck)*, and e-mail or call your sales representative immediately. If the damage is extensive, you have the right to refuse the shipment, just let the driver know you are not accepting the crate in the condition it is in and document it on the DRIVERS COPY OF THE BOL. It is required that you **retain all damaged items and packaging** for the duration of the claim if filed (can take 90days or more to settle a claim) for possible inspection or until carrier authorizes disposal, otherwise, denial of the claim will become your sole responsibility.

If the driver gives you a difficult time, or tries to tell you that you have to take the package, refuse it. REMEMBER: By signing for the shipment without a written statement of damage on the DRIVERS BOL you assume full responsibility for the delivery.

Inform Solara immediately upon receiving a damaged package. We will assist you in the best way possible.