

CUMBERLAND

beautiful objects that work

Freight Damage

Freight damage is never fun. It is a disappointment to everyone involved. The customer is disappointed because they were expecting a unique product specific to their space to arrive within a certain timeframe. The craftspeople who build the furniture are disappointed because of the love and care that goes into every piece they touch. That being said, Cumberland products rarely experience product damage. We understand the effects of delayed shipments and therefore tend to over package items to ensure they arrive in the same condition they left our facility. In the event damage does occur, please take the following steps

1. Take Immediate Action & Record the Damage

Pull packing slip off product received and match it to driver's bill of lading (BOL). COUNT and INSPECT the product thoroughly. NOTE ANY VISABLE DAMAGE TO PACKAGING or SHORT COUNT onto Drivers BOL and Internal BOL for your records, **BEFORE** signing the carriers receipt. Check the top and bottom, not just the sides. Mark down specifically the pieces lost or damaged on the delivery receipt. Provide a clear signature and note when the product was delivered, you can also ask the driver to sign that they agree with your assessment.

Just because an exception is noted on the delivery receipt doesn't mean you have to file a claim. However, if there are no exceptions noted, your Cumberland representative will be in a very difficult situation to successfully collect on any claim. Example of an exception is: "one box damaged". A claim would only be filed if damage was actually found to the product

2. Report concealed loss or damage

Most often drivers are not able to wait for you to unbox and check the product inside so take lots of pictures and TIME STAMP them, so the time reflects close to the time received. If you detect loss or damage, stop and report it immediately. Lost time can really hurt you here. If you have a camera or smartphone handy, take digital pictures right away and immediately send them to Cumberland Customer Service (orders@cumberlandfurniture.com) to make the parties involved aware of the damage or loss. Note the specific issue within your email and use as much detail as possible from the beginning of a potential claim.

Things to photograph:

- a. Specific Damage
- b. Entire Product
- c. Packaging
- d. Product 4x1 Asset Tag

Things to include in your description

- a. Description of the damage
- b. Cumberland Sales Acknowledgement Number
- c. Date of arrival
- d. Date damage was detected

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3. Retain packaging material

The carrier has a right to inspect the product. How a shipment is packaged is part of an inspection to help them determine their liability. If you can, leave the product in the box just as it was when you detected the damage. If you throw it away, you are inviting the carrier to deny liability. If you can't retain it, take lots of photographs and provide them to Cumberland.

4. Retain the product

The carrier has the right to the product in the event they accept liability and pay the claim for the full value of the product. If the product is damaged to a total loss (absolute no value to anyone...even the scrap man), ask Cumberland Customer Service to provide a written release from the carrier. Retain the product until the claim has been fully settled. If this product is useable and you have a willing buyer, notify the carrier immediately and ask them to agree to the deal if you are going to get less than full value. If you don't do this, the carrier may be able to absolve itself from liability.

5. Keep the Freight

Never move the damaged freight from its original location of receipt until the claim has been resolved to satisfaction. We are not saying keep it in your warehouse in secret, as the carrier has the right to inspect the damaged freight. Furthermore, the carrier has the right to take ownership of and salvage the freight if full claim value is awarded. Getting rid of the damaged freight or installing the damaged furniture may result in the claim not getting fully paid or denied altogether.

Prepaid Freight Program

Cumberland Optional Guaranteed Freight Program

Shipping

This program offers the opportunity to provide a fixed freight cost at the time of order placement, a service that has typically proven to be very difficult to control. Cumberland has achieved this by negotiating preferential rates with various regional and national freight carriers.

All you have to do is:

1. Determine the zone to which the Cumberland products are to be shipped.
2. Use the table below to calculate your fixed freight cost as a percentage of the total product List Price of your order.
3. Indicate on your purchase order, "Cumberland Freight Program."

Cumberland will:

1. Select the carrier to be used.
2. Include your pre-calculated fixed freight rate as a part of your invoice.

Remember:

1. A minimum charge of \$225.00 net per shipment will apply for all products except conference tables and case goods.
2. A minimum charge of \$300.00 net per shipment will apply for all conference tables and case goods.
3. All merchandise will be shipped either cartoned or crated.
4. Charges will be for "NORMAL DELIVERY TO THE DOCK" only.
5. Product is shipped FOB CUMBERLAND freight prepaid and added to your Cumberland invoice.
6. Title of goods changes when merchandise leaves Cumberland's dock. Any subsequent damage and all freight claims are the responsibility of the purchaser.

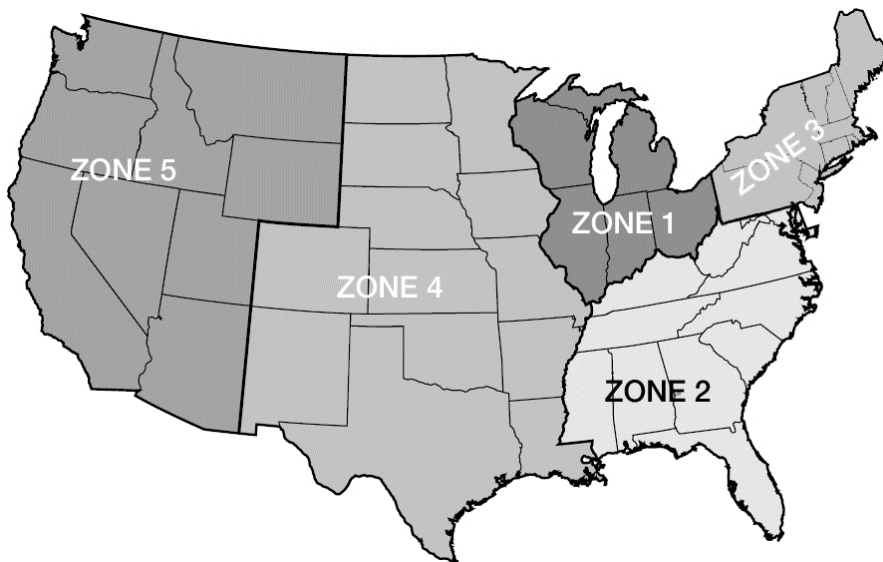
Canadian Zones

A minimum charge of \$250.00 net per shipment will apply. Rates do not include GST, HST or QST Taxes.

- Alberta – 12%
- British Columbia – 12%
- Manitoba – 10%
- New Brunswick – 12%
- Newfoundland and Labrador – 12%
- Northwest Territory – 15%
- Nova Scotia – 12%
- Nunavut – 15%
- Ontario – 9%
- Prince Edward Island – 12%
- Quebec – 10%
- Saskatchewan – 10%
- Yukon – 15%

Zones

Zone 1 (5%)	Zone 2 (6%)	Zone 3 (7%)	Zone 4 (6%)	Zone 5 (7%)
Indiana	Alabama	Connecticut	Arkansas	Arizona
Illinois	Delaware	Maine	Colorado	California
Michigan	Florida	Massachusetts	Iowa	Idaho
Ohio	Georgia	New Hampshire	Kansas	Montana
Wisconsin	Kentucky	New Jersey	Louisiana	Nevada
	Maryland	New York	Minnesota	Oregon
	Mississippi	Pennsylvania	Missouri	Utah
	N/S Carolina	Rhode Island	N/S Dakota	Washington
	Tennessee	Vermont	Nebraska	Wyoming
	Virginia		New Mexico	
	Washington D.C.		Oklahoma	
	West Virginia		Texas	



Updated: 01/15/25