

Instructions for Damaged Product Return

1. At the time of delivery, carefully inspect the material before the carrier leaves. If there are any damages, refuse the material in question. *The carrier will notify The Bilco Company of the problem, and a **Damage Return Authorization** will be issued for the damaged material.*
 - If the order is for stock material, a replacement order will be entered and material will be reshipped.
 - If the order is for material that was custom fabricated, the material will be inspected upon return to determine if either repair or replacement is required before a replacement order is entered and material is reshipped.
2. If for some reason damaged material is accepted from the carrier, a notation of damages must be made on the carrier's delivery receipt. *It is then the customer's responsibility to notify Bilco of the damages.*
3. If damaged material is received and damages are not noted on the delivery receipt, it is the customer's responsibility to notify the delivering carrier of the concealed damage within 15 days of receipt of the materials. *The customer is responsible for filing a claim for damages with the carrier.*