



501 Galveston St.  
Wichita Falls, TX 76301

Marketing & Sales Communication:

**Customer Service Bulletin 08112008: Freight Damages:**

Magic Aire takes pride in the quality of workmanship that goes into every product we manufacture. We have a packaging engineer on staff and have designed our packaging to meet ISTA standards to help assure that product reaches the user in excellent condition. Unfortunately, our best efforts are sometimes not able to withstand abuses incurred enroute. That is why there are recognized laws and regulations for assigning responsibility for interstate commerce.

**Magic Aire Terms:**

1. All products are sold FOB “Shipping Point” which is United Electric’s Plant. Title to Goods passes to buyer upon delivery by United Electric to the freight line in Wichita Falls, TX. ***This is true even for pre-pay and add shipments. There is only one exception to this – UPS Parcel. UPS-SCS is not an exception. See the instructions below (item 6) for handling UPS damage situations.***
2. Buyer should examine shipments carefully for loss or damage and should have status noted on the bill of lading upon delivery. Please be aware there can be concealed damage. All cartons should be opened before signing off on the shipment. If anything looks like it might possibly be wrong, take written exception and note it with your signature. It is not uncommon for carriers to repackage goods to hide damages.
3. If a shipment is signed for as clear and undamaged, you have 15 days to discover and submit a claim to the carrier (not Magic Aire) for **concealed damage discovered**. It is still best to inspect goods before signing the bill of lading.
4. Should you discover damage, you are advised to accept the shipment. Refusal of shipment allows the carrier to run up charges for taking the product back to the terminal, storage and redelivery and these charges will be directed to you as the legal owner of the goods. They can also salvage the goods if you do not provide prompt directions. ***Magic Aire will not accept shipments refused for damage.*** Goods arriving at our facilities without an approved RGA number will be rejected resulting in additional costs to you.
5. What does this mean to you?
  - 5.1. Check for freight damage at time of receipt
  - 5.2. Freight damage must be noted on the bill of lading at time of delivery
  - 5.3. Freight claims are the responsibility of the customer
  - 5.4. Know and use your insurance coverage for in transit inventory
6. UPS Parcel damages (Does not apply to UPS-SCS).
  - 6.1. Within 48 hours of delivery you must contact Magic Aire with a detailed description of the damages to obtain an RGA number to authorize processing for credit. Digital pictures are preferred. Failure to provide notice within 48 hours

of delivery will void the opportunity for credit as we will not have time to submit a claim to the carrier.

6.1.1. Provide

6.1.1.1. Sales Order Number

6.1.1.2. Magic Aire part number

6.1.1.3. Date received

6.1.1.4. Was the package signed for as damaged?

6.1.1.5. Purchase Order for replacement part

6.1.1.6. Hold onto the damaged part until you receive written instructions for its return or permission to field scrap.

6.1.2. Magic Aire will replace the part free of charge and ship at Magic Aire expense.

Magic Aire will not accept backcharges or issue credits for freight damaged goods. We are interested in knowing how goods are damaged so that we may continually improve on our designs.

**PLEASE take extra care to communicate this important information to the appropriate personnel in your organization.**