

Shipping Information

CHECK THE FLAGPOLE AND PARTS WHEN RECEIVED

Visual Damage:

Please inspect the shaft package and carton of parts upon delivery. Visible loss or damage apparent at the time of delivery must be noted. Any sign of extensive damage is a reason to inspect more closely. A notation of "subject to inspection" by itself is not considered a valid notation of loss or damage.

Please contact our (Over, Short & Damaged) customer service team immediately at 1-800-995 3524. We will guide you to any needed action and begin the notification process to carrier.

Full inspection is expected within the first 48 hours after arrival. Be sure that all pole pieces and accessories are correct and in good order, rather than discovering a problem during installation.

Digital photos of any damaged product **AND** packaging are requirements by the carrier in any claim process. Customers must keep any damaged product **AND** packaging in order for us to establish recovery.

Concealed Damage:

Concealed loss or damage is that which was not apparent at the time of delivery. Example: contents of a shipping container are discovered missing or damaged by the recipient which could not have been determined at time of delivery.

The regulation is now to report loss or damage within 5 business days after arrival. Prior to 4/18/15 the National Motor Freight Carriers regulation governing this type of discovery was 15 days.

Reporting concealed damage *after* 5 business days will incur additional burden of proof by recipient. They may be asked to prove that no damage could have happened while in their possession. Examples: stock storage, internal warehouse movement, job site transfers, etc.

The challenge in a concealed damage case is a matter of evidence. If recipient signs the delivery receipt as clear, it creates the presumption that the shipment was delivered in good condition. When rebutted, the presumption will be that damage could have occurred in one of three places: Shipper, Carrier or Consignee. Each party may be responsible for one-third of order value including freight.

Flagpole Storage

A satin aluminum flagpole shaft can stain if allowed to remain in contact with wet or damp wrappings. If there are any signs of exposure to moisture, immediately remove the shaft from the tube, unwrap and dry immediately. If the shaft is to be stored outdoors, it must be stored off the ground and unwrapped. Clear warning labels are applied to the shipping tubes as a reminder to recipients of their responsibility.

Limited Access / Non Commercial Delivery Locations

Special delivery needs are always handled best when they can be proactively planned for. Examples: contractor scheduling, job site deadlines, etc. Let us know up front how we can help make the experience more efficient and dependable.



ALL OF OUR U.S. FLAGS ARE PROUDLY MADE IN AMERICA!