



Service Bulletin

Ariens Company
655 W. Ryan St.
Brillion, WI 54110-1072
www.ariens.com

Product Family: All

Subject: Shipping Damage Claims

Dealer Action: Policy Information

I wanted to take a moment to remind all of our sales partners about Ariens Company's freight acceptance and damage claim policies/guidelines. The complete guidelines are stated in our seasonal programs, but the key points are:

- Inspect freight at the time of delivery.
- Note all freight damage on the carrier bill of lading.
- Immediately complete an Out of Box Quality Report via the Ariens Dealer Extranet at dealers.ariens.com. Failure to do so within 30 days of shipment may result in the denial of your claim.
- Be detailed and specific on the carrier bill of lading and in your Out of Box Quality Report.
- A Freight Claim will be faxed to you immediately.
- Complete the Freight Claim, including a list of parts needed to repair the damage and a labor estimate for the repair.
- Fax the completed Freight Claim to 920-756-4397.
If you need any assistance completing the Freight Claim, please contact Julie Bonlander @ 920-756-4628 or Al Miller @ 920-756-4282.
- Order the required repair parts via the Ariens Dealer Extranet.

All freight needs to be visually inspected at the time of delivery, and any damage at all to the product must be noted at that time on the bill of lading. Damaged freight should be accepted for delivery, noted as "damaged" on the bill of lading, and held until Ariens has a chance to examine the Freight Claim and Out of Box Quality Report. Concealed damage must also be filed within 30 days of delivery, following the aforementioned procedures. Concealed shipping damage should not be filed as a warranty claim.

Failure to follow these procedures could result in a denied claim. Ariens will continue to make every effort from our end to deliver the product in tact, and we will continue to work with our carriers to ensure your shipment arrives in the same condition it was in when it left our facility.

If you have any further questions or concerns about these procedures, contact me directly.

Sincerely,

Al Miller
Ariens Company
Traffic Manager
920-756-4282
amiller@ariens.com