

# Shipping and Receiving Procedure

ALL STEWART FILMSCREEN PRODUCTS GO THROUGH MULTIPLE QUALITY CONTROL CHECKS BEFORE LEAVING THE FACTORY. ALL CLAIMS FOR DEFECTIVE PRODUCTS ARE RIGOROUSLY REVIEWED AND AUTHENTICATED.

To ensure the best outcome during the receiving of any Stewart Filmscreen product, please follow the procedure outlined below:

- Upon delivery of a Stewart Filmscreen product, please inspect the shipping container carefully for any external damage.
- If there are no visible signs of damage to the container, sign the bill of lading and take delivery of the shipment.
- Please note that you must open the container and inspect the screen within 48 hours to ensure there is no concealed damage.
- If you see that there is significant damage to the container and there is also visible signs of damage to the screen, refuse to sign and refuse to take delivery of the shipment.
- If you see minimum damage to the shipping container itself, (no direct evidence of damage to the actual screen) please elect to take delivery of the shipment, however, be sure to write the following disclaimer on the bill of lading:

“Shipment shows signs of damage. Signed subject to internal inspection for any concealed damage.”

- Always get a copy of the bill of lading.
- Immediately take photos of the damaged area, as well as the entire shipping container (all sides) and all shipping labels. Also take a photo of the bill of lading.
- Immediately (no later than 24 hours) contact Stewart Filmscreen’s shipping and logistics department at 1-310-891-3114 or [Shipping@StewartFilmscreen.com](mailto:Shipping@StewartFilmscreen.com) and leave a message with your name, date, order #, shipping information, and a brief message. If you need immediate assistance, call 1-800-762-4999. Office hours are Monday through Friday, 7:30 a.m. to 4:30 p.m. Pacific Time (PT).
- Send a copy of the bill of lading (with your signature noting damage to shipment or signature subject to internal inspection for concealed damage) and all photos to [Shipping@StewartFilmscreen.com](mailto:Shipping@StewartFilmscreen.com)
- Please keep all packaging until all freight claim issues are resolved.