



Freight Update

As most of you are aware, in the freight transportation world, shipping has become more of a challenge these days. The shortage of drivers means that more freight is being added to each trailer, causing more damage to the freight.

Western States is doing everything possible to limit this damage by using higher strength cartons, extra shrink-wrap on skids, corner guards, and placing large florescent notes on skids to the carrier to not double stack our products.

We also want to remind everyone that to receive credit for damaged goods, we must have the delivery receipt signed for as damaged, with specifics as far as the extent of the damage. Without that information and signature, the Freight Companies will not issue credit, and therefore, we are forced to take the same stance. This is not a change in policy at Western States, but rather an enforcement of our existing policy.

Please look over your shipments upon arrival and note any visual damage on the delivery receipt. Please forward a copy of that receipt to Western States within 48 hours of the delivery. This will help us expedite the freight claim and credit or re-ship the product to you.

Again, we must have a signed delivery receipt stating any damage to credit and/or reship product. We appreciate your business and look forward to our continued partnership in the upcoming months and years!