

GENERAL INFORMATION



Missing Product

1. Make sure that the box count is correct before signing the proof of delivery. A missing box is easier to find than missing product that has been removed from a box.
2. Call Cook Brothers immediately if any product is missing when delivered to the "ship to" location. We will compare the number of boxes on the Bill of Lading with our packing list to see if the box count is correct. If the box count is not correct, we will call the freight company to see what happened to the delivery.
3. If product is missing from a box that has other material packed with it that has been received, it is highly unlikely that the product is missing. Check the area where the product was unloaded to see if the missing material was misplaced.
4. If product cannot be located call Cook Brothers to send replacement product as a high priority order. Making a replacement order will result in a new invoice covering the re-made product and the freight charge.
5. Missing product can result in a payment dispute. Our goal is to make sure we take care of your customer. However, we need your help at every "ship to" location to count the number of boxes delivered and look for damaged material before signing the proof of delivery. A signed proof of delivery showing product missing or damaged allows us to recover the cost of making and shipping the new product from the freight company.