



The Harloff Company, Inc.
650 Ford Street
Colorado Springs, CO 80915-3712
(800) 433-4064 (719) 637-0300
Fax (719) 597-8273

Free Cart Replacement

Customer needs to contact Harloff of any freight damage to be determined if it qualifies within the current freight damage process.

Customer Service
tel: 1-800-433-4064
719-637-0300
customerservice@harloff.com
www.harloff.com
650 Ford Street
Colorado Springs, CO 80915-3712

Products should be unpacked immediately and inspected for concealed damage including removing all stretch film or protective covering. If the product is either initially received or found upon inspection to be damaged, NOTIFY HARLOFF IMMEDIATELY. Do not move the product from receiving area or discard the packaging. Carrier policies requires that concealed damage claims are filed within 48 hours.

Harloff must receive photographs of damage and the completed Free Cart Replacement form no later than 14 days from DELIVERY. Failing to do so cancels the offer of the free cart. The damaged cart must stay at the delivery location until the claim is closed or the Freight Carriers may request to pick up the damaged product.

The Customer is responsible for paying the original invoice.

The replacement order will be shipped at Harloff's earliest opportunity subject to production lead times.

The Customer is responsible to communicate all information and policies regarding this replacement to the end user.

The second shipment must be inspected by the recipient before signing for it. If this is not done and there is concealed damage another cart will NOT be sent at no charge.