

MONSMA

MARKETING CORPORATION

Wholesale Building Materials

P.O. Box 238

Grand Rapids, MI 49501-0238

To Our Valued Customer:

Monsma Marketing is updating our packaging process for LTL shipments to help insure damage free delivery of your orders. We are making the following upgrades to our system:

- We will be placing stickers on each shipment (photo #1) to remind your receiving department to inspect the shipment at time of delivery. All shipments should be inspected for signs of damage, including tears, indentations, and friction marks, etc. Once the delivery receipt is signed without a notation of damage, it clearly states that the freight has been received in good condition. Failure to make any damage notation on the freight bill relieves the shipper of any liability and requires you to file any claims against the carrier.
- We will be placing additional stickers on each shipment with instructions to the freight company (photo #2) instructing them “do not break shrink wrap”, “Do Not Top Load”, “Caution – Top Heavy”.
- We will be using **blue** shrink wrap on all LTL shipments. If you receive a shipment from us with clear shrink wrap—please inspect it closely. Clear wrap means that the carrier has probably dumped this pallet, re-stacked it and re-wrapped it in order to cover up any damage caused at their location.
- We are putting all small fireplaces and stoves on a larger pallet (i.e. Jotul) and strapping these units to the larger skid with **orange strapping**; this helps eliminate tipping over and protruding fork damage.
- We are using “Tip-n- Tells” on every shipment that has a fireplace or stove on it (photo #3). These will tell the customer/consignee if the carrier has tipped the unit over at some point. This would indicate that further inspection is warranted.

We are hopeful that these steps will provide additional confidence of a safe and undamaged shipment, while saving everyone time and money.

Please be sure to inform your receiving crew of these changes.

Thank you,

Your Monsma Team

Photo 1

****NOTE TO CONSIGNEE****

Check Actual Piece / Pallet Quantities Compared to Quantity Printed on Bill of Lading.

Once you sign that your shipment has arrived complete and intact, there is no recourse for shortages or freight damage.

Note ALL Shortages / Damage on Bill of Lading.
2450 Buchanan Ave., SW

Grand Rapids, MI 49548

Photo 2



Photo 3

