



GENERAL INFORMATION

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.

Damaged Product

1. The cost of totally protecting XPS (Extruded Polystyrene) Iso, and Foamglas products from damage through the shipping process is prohibitive. Insulation materials may become slightly damaged by the time the product arrives at the "ship to" location. The freight lines that handle our products are reputable companies and will pay for seriously damaged freight when it is determined that the damage occurred during the shipping process.

2. The product must be unusable to be deemed damaged. Minor nicks and dimples do not qualify as damaged product. Sheets of Iso and XPS (Extruded Polystyrene) will incur minor damage. Cook Brothers can not be expected to replace Iso or XPS (Extruded Polystyrene) sheets that have minor damage.

3. Foamglas is a fragile glass product and should be handled with extreme care. This includes unloading, unpacking and handling at the "ship to" location.

4. Whoever receives the material must count the number of boxes received at the time of delivery. If any box appears to be damaged on the outside, the person receiving the product must examine the product on the inside of the damaged box. If damaged product is discovered, it must be noted in writing on the Proof of Delivery prior to signing the document. Product damage must be in writing on the Proof of Delivery.

5. Call Cook Brothers immediately so that we can remake the product and ship as a high priority order. The replacement product will also be invoiced and mailed pending the outcome of the freight claim.

6. If damaged product is recorded on the Proof of Delivery, Cook Brothers will file a claim with the freight company to pay for remaking and shipping the product. The invoice for remaking and shipping the damaged product will stay on your account until the freight company pays the claim.

Concealed Damage

1. If concealed damage is discovered after delivery has been received call your local terminal immediately to obtain a claim number. The shipping companies provide a 10 day window to make claims for damaged product.

2. Notify Cook Brothers as soon as you have obtained a claim number and we will make replacement product and take over the claim.

3. There is no guarantee that concealed damage claims that are not identified on the Proof of Delivery will be reimbursed.

Return Policy - Excess Material

1. No excess insulation material can be returned for credit without specific authorization from Cook Brothers first. Arrangements must be made with the Sales Manager to obtain authorization to return excess material.

2. Only standard sizes and types of plain pipe covering may be returned for credit. We cannot allow credit for any pipe cover with factory applied jacketing.