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To Our Valued Customers:

Every precaution has been taken to deliver your shipment in good condition. However, if this does not occur, then our commitment to you is to fix the problem as fast as possible.

Help us avoid delays or costly mistakes by following this procedure:

SIGNING FOR A SHIPMENT:

The carrier's delivery receipt and bill of lading (BOL) contains a count (i.e.: 3 crates, 2 pallets, 4 doors, etc.). **Verify** these quantities before signing. If the quantity received does not agree with the delivery receipt, **note the discrepancy** on the receipt when you sign it.

Notify the carrier immediately of the discrepancy and contact us to arrange for replacement product.

DAMAGE:

If there is any damage, the best option is to **refuse to sign** for the shipment. Do not sign a receipt and notify us immediately to arrange for replacement product.

If you must receive the shipment, then **note any possible damage** on the delivery receipt when you sign it. **Notify** the carrier immediately of the damage and contact us about the products that may need to be repaired or replaced.

If you sign for the material and later find concealed damage, **notify the carrier immediately** upon discovery and hold the material for their eventual inspection.

When does the customer file the freight claim?

- **The customer files a claim if they ever took possession of the damaged material**

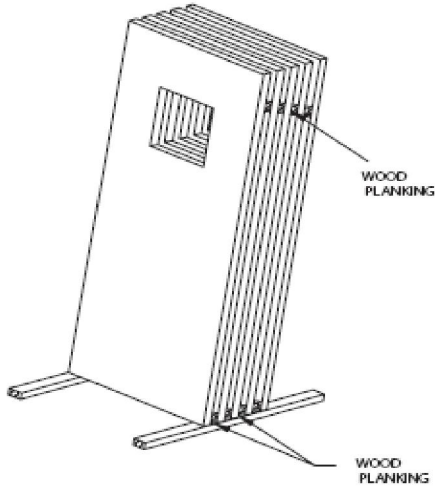
When does HMF Express file the freight claim?

- HMF Express files the claim when the customer refuses the shipment and material is returned to HMF Express

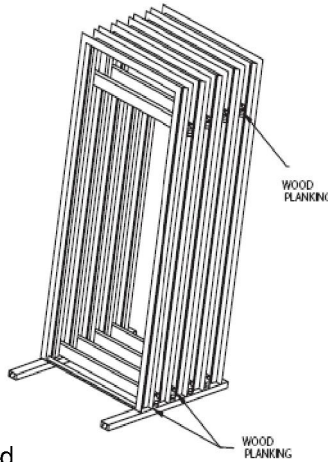
Please note:

NEVER write "insufficient packaging" on the delivery receipt or the BOL. This may void your rights to make the freight claim. All drivers are trained to ask you to write "insufficient packaging" when you receive damaged material. This releases them for liability for the claim. The drivers have no idea how the freight was originally packaged.

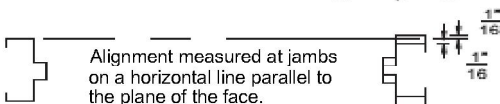
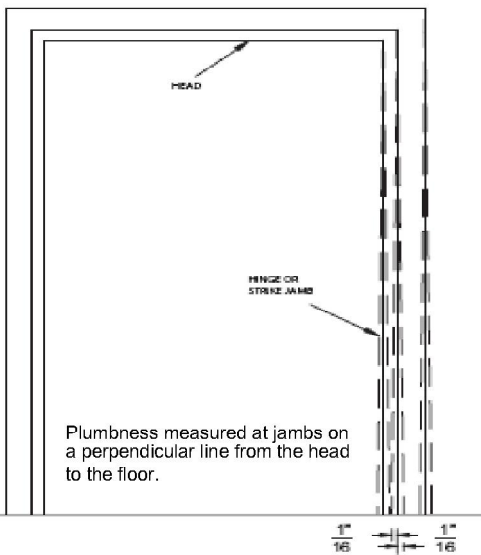
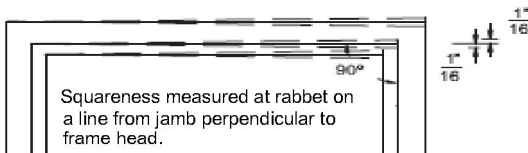
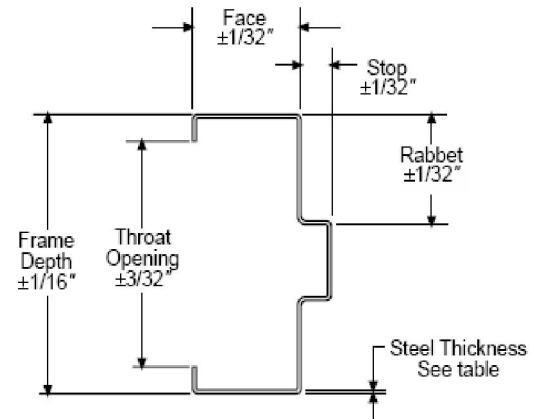
Installation and Storage Information, Manufacturing Tolerances



The contractor responsible for installation shall remove wraps or covers from doors and frames upon delivery at the building site. The contractor responsible for installation shall see that any scratches or disfigurements caused in shipping or handling are promptly cleaned and touched up with a rust inhibitive primer.



The contractor responsible for installation shall see that materials are properly stored on planks or dunnage in a dry location. Doors shall be stored in a vertical position and spaced by blocking. Material shall be covered to protect them from damage but in such a manner as to permit air circulation.



Manufacturing tolerances shall be maintained within the following limits:

1. Frames for single door or pair of doors:
 - a. Width, measured between rabbets at the head:
Nominal opening width + 1/16" - 1/32"
 - b. Height (total length of jamb rabbet):
Nominal opening height +/- 3/64"
 - c. Frames overlapping walls to have throat dimension 1/8 greater than dimensioned wall thickness to accommodate irregularities in wall construction
2. Doors:

Width.....	+/- 3/64"
Height.....	+/- 3/64"
Thickness.....	+/- 1/16"
Hardware cutout template dimensions.....	+ 1/64", -0"
Hardware location.....	+/- 1/32"