

Shipping Policy

Freight Charges

Prepay & Add: Consolidated Pipe & Tube Co., Inc., as a courtesy to our customers, will arrange for the shipment of products on our account and bill the customer for the freight charges. We will attempt to select a carrier that represents the best value to meet the customer's needs.

Freight Collect: Customers are always welcome to specify a carrier of their choice and have us ship Freight Collect. We can prepare the Bill Of Lading (BOL) here. If you have a Quote Number from the carrier please let us know and we will make sure it is noted on the BOL so you receive the quoted price from the carrier.

Damaged, Short or Lost Freight

Damaged Freight: It is the receiver's responsibility to inspect the shipment upon receipt and note any damage on the BOL BEFORE the delivering driver leaves the receiving location. The carrier will NOT honor claims for damage if it is discovered AFTER the delivering driver has left the receiving location and the damage was not noted on the BOL. Consolidated Pipe & Tube Co., Inc. is NOT liable for product damaged by a third-party carrier.

Short Freight: It is the receiver's responsibility to inspect the shipment upon receipt and note any shortages on the BOL BEFORE the delivering driver leaves the receiving location. The carrier will NOT honor claims for shortages if it is discovered AFTER the delivering driver has left the receiving location and the shortage was not noted on the BOL. Consolidated Pipe & Tube Co., Inc. is NOT liable for freight shorted by a third-party carrier. (Shorted freight in this section refers to the following examples: 1. BOL shows 3 pallets were shipped but only 2 pallets are delivered. It should be noted on the BOL that the shipment is short 1 pallet. 2. BOL shows 1 pallet with 8 boxes was shipped but the pallet only has 6 boxes when it delivered. It should be noted on the BOL that the shipment is short 2 boxes. See Quantity Shortages below if you receive all the items shown on the BOL but not all that is shown on our packing slip.)

Lost Freight: Shipments which the carrier has misplaced or lost track of in its entirety are considered Lost Freight. If you have not received your shipment in a timely manner please contact us immediately so we can have the carrier trace the shipment. We will work with the carrier to find the shipment so it can be delivered to you. Consolidated Pipe & Tube Co., Inc. is **NOT** liable for shipments lost by a third-party carrier and/or any economic or other loss resulting from the delayed receipt of the shipment.

Freight Claims

Claims for damage will be filed by the receiver. You are in possession of the damaged freight and have all the details about the damage. Most carriers offer online claims filing which makes the process very easy.

Claims for shortages and lost freight will be filed by Consolidated Pipe & Tube Co., Inc. We have all the details and documentation regarding how the shipment was packaged.

Quantity Shortages

Quantity Shortages differ from Freight Shortages. Quantity Shortages occur when the quantity you receive does not match the quantity we show on our packing slip to have shipped. An example of a Quantity Shortage would be: You ordered 30 – 1” Thd Brass Ball Valves. The packing slip shows we shipped 30. However, you can only find 29. We will either ship 1 piece at our expense (cheapest way) or write a credit for the shorted item. Please report Quantity Shortages within 24 hours of receipt. Consolidated Pipe & Tube Co., Inc. is **NOT** liable for any economic or other loss resulting from the delayed receipt of the shorted quantity.

Shipping Errors

Shipping Errors are when the item that was shipped does not match what was ordered and is shown on the packing slip. An example of a Shipping Error would be: You ordered 5 – 6” RingLock Clamps but received 5 – 8” RingLock Clamps. We will ship the 5 -6” RingLock Clamps at our expense (cheapest way) and provide you with our UPS Shipper number to return the 5 – 8” RingLock Clamps. If you would prefer to keep the item shipped in error we will bill you separately for that item. Please report Shipping Errors within 24 hours of receipt of the incorrect item. Consolidated Pipe & Tube Co., Inc. is **NOT** liable for any economic or other loss resulting from the delayed receipt of the correct product.