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# DEALER PARTS and SERVICE BULLETIN

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= SUBJECTS =

- SHORTAGES
- SHIPPING DAMAGE
- POSTAL MAIL INSURANCE

CLAIMS FOR SHORTAGES IN SHIPMENTS - BOTH ON MOTORCYCLES AND SPARES SHIPMENTS MUST BE PRESENTED WITHIN 10 DAYS FROM ARRIVAL DATE OF GOODS.

It is suggested that goods be carefully checked in on arrival and reports be mailed immediately. This would include the checking in of all packages in motorcycle crates and inspection of toolbox contents to determine if shortages exist. Deferred assembly or checking of motorcycles often leads to packages being mislaid and erroneous shortage claims being thus presented. PRESENT CLAIMS WITHIN 10 DAYS.

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MOTORCYCLE CRATES SHOULD BE INSPECTED ON DELIVERY AND EXCEPTIONS AS TO CONDITION SHOULD BE TAKEN AT ONCE, HAVING THE FREIGHT BILL SIGNED BY THE DELIVERING DRIVER.

This is a simple routine that takes only seconds but which can save hours of time and the filling of dozens of forms in the presentation of a claim for shipping damage. Merely make a simple visual inspection of the crate and make a pencilled notation covering the condition as: "Boards missing, right hand side; Delivered from truck upside down; Broken board (give location); Case twisted out of square as though dropped, etc., etc." Make such notations right on the freight bill itself and have the delivering driver sign. This establishes the fact that a representative of the freight company against which you may have a claim actually witnessed the condition and obviates the necessity for filling out voluminous forms later. Such conditions may not always mean damage but if a tidy habit of taking exceptions on all shipments where such conditions exist is formed it makes the task of collecting on developed damage considerably easier.

IN ANY CASES OF DAMAGE AMOUNTING TO MORE THAN \$20.00 DEALER NET COST PLEASE REPORT THE FACTS TO THIS OFFICE AT ONCE. DO NOT REPAIR THE DAMAGE AND PRESENT CLAIM LATER. IT IS ALMOST IMPOSSIBLE TO EFFECT A SETTLEMENT UNDER SUCH CIRCUMSTANCES.

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MOTORCYCLE PARTS SHIPMENTS BY MAIL ARE NOT INSURED UNLESS SO SPECIFICALLY INSTRUCTED BY DEALERS. AS IS STANDARD IN BUSINESS PRACTISE THE TITLE TO SUCH MAIL GOODS PASSES TO THE PURCHASER UPON DEPOSIT AT THE POST OFFICE AND THUS IS A VALID DEBIT AGAINST THE DEALER ACCOUNT EVEN THOUGH NOT RECEIVED. SHOULD INSURANCE BE DESIRED EACH PARTS ORDER MUST SO SPECIFICALLY BE NOTED AND INSTRUCTIONS WILL BE FOLLOWED.