

Advisory Bulletin



TB-101 Bobrick Mirror Shipment Information

When receiving a shipment that contains mirrors, there are a number of indicators that can point to potential damage during transit. It is much easier to win a claim filed against a carrier if these factors are noted on the paperwork when the shipment is being signed for. Additionally, there are some specific actions to follow and/or avoid when handling mirrors to avoid damage prior to installation.

Shipment: Check for the following when receiving shipment from carrier

- Make sure the carton is not punctured, crushed, or otherwise damaged. Listen for any broken glass while handling and check for any broken glass around or on the skid. Take pictures of any damage upon receipt of shipment.
- Crated mirrors are vertically stored on pallets for shipment and will never be laid flat. If a shipment is received with mirrors laid flat, note upon signing that mirrors were mishandled during transit. Mirrors should not arrive loose or laid flat on a pallet. The exception to this rule is parcel shipments, such as FedEx or UPS, which will arrive loose and receive additional packaging.
- If the load has shifted significantly on the skid and is not straight, the mirrors should be checked more thoroughly for damage since this likely indicates significant movement during transit.
- Bobrick wraps pallets using either blue or pink plastic wrap. Any other color wrap used indicates that the goods were likely re-wrapped at a later point and should be inspected further. Some pallets will be crated instead of shrink wrapped.
- If the number of items counted does not match the packing list, there are likely missing items and this should be noted on carrier paperwork prior to signature.
- When in doubt, write down anything noteworthy you see or hear when signing carrier paperwork. Even if delivery is accepted prior to confirming damage, notes may be able to provide enough information for a successful claim.
- Do not be rushed when signing paperwork. You have a legal right to inspect goods prior to signing, no matter how impatient the carrier may appear to be.

Specials: The below only apply to orders with special-size mirrors

- 2x4 blocks on either side of mirrors on L-bunk are used to secure mirrors. If these are missing or damaged, the mirrors should be inspected further.
- If the plywood or cardboard is damaged, this could be an indicator of concealed damage to the mirrors.
- Steel banding is used to secure special mirrors during shipment. This banding should not be plastic or missing altogether, as that could be an indication of damage.

Handling: Follow the instructions below when storing/handling mirrors

- Store mirrors in a dry, well-ventilated area, free of chemical fumes. Do not store mirrors in areas of high humidity. This will assist in proper ventilation and prevent water damage to the mirrors.
- Store mirrors vertically. Do not pull mirrors from the ends of the crate or lay mirrors flat.