

# **SHOR-LINE<sup>®</sup>**

## **CUSTOMER AND PRODUCT INFORMATION SHOR-LINE CAT CONDO**



### **SHOR-LINE**

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## SHOR-LINE CAT CONDO SYSTEMS

Thank you for placing your trust in Shor-Line. Our commitment to you is exactly the same as it was in 1927, namely, second to none. By purchasing a Shor-Line Cat Condo System you have acquired a sturdy yet versatile boarding unit that you, your guests, and their owners will love.

Shor-Line Cat Condo Systems feature:

- Moisture-resistant board and thermally fused high-pressure laminates
- Convenient storage (optional)
- Private bedrooms (optional)
- Litter areas (optional)
- Horizontal Portholes and Vertical Plug Holes for easy pass-through




Once assembled, your system will look custom built and specially constructed for your animal holding area. Installation is quick and easy. For your safety and overall satisfaction, it is important that you read and follow these instructions.

This manual provides information on:

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## SHOR-LINE CAT CONDO SYSTEMS

For your safety, please regard all labels stating  **WARNING** and  **CAUTION**. Consider keeping this manual in a safe and convenient place for future reference.

 **WARNING** Shor-Line Cat Condo Systems are designed for cats/felines use only. Never allow a person in or on your Condo System.

We hope this manual increases your satisfaction, deepens our relationship, and safeguards your investment for years to come.

If you have questions, experience difficulty, or interested in other Shor-Line products, contact us. Our Technical Service Department stands ready to assist:

SHOR-LINE  
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## SECTION 1: BEFORE ASSEMBLY

### Receiving And Inspecting Shipments

**⚠ CAUTION** The laminated units that make up your Cat Condo System are heavy and precautions must be taken. Use two or more people when unpacking your shipment. We encourage each person to wear a back support.

**⚠ CAUTION** Laminated edges may be sharp. Always wear protective gloves and clothing during inspection and assembly.

**IMPORTANT:** Shipping containers that hold Condo Units are marked with Item Numbers. For ease of assembly, these numbers are referenced in DETAILED CONDO SYSTEM ASSEMBLY (Pages 9-10).

#### Step

1. Before removing the content from the shipping container, review Shor-Line's RECEIVING AND INSPECTING SHIPMENTS (Page 15).
2. Locate the "Materials List" that describes the parts and quantities shipped. **IMPORTANT:** Keep list close by – you'll be referencing Condo Item Numbers during placement and assembly shortly.
3. Remove and separate all contents from the shipping containers. Do not use a knife or razor to cut containers.
4. We recommend keeping the cardboard boxes and spreading them out so assembly can be done on top of cardboard – thus protecting the laminated units from possible scratching.
5. Use the "Materials List" to ensure nothing has been lost or damaged during shipping.

#### If Shortage:

- Document shortages and immediately call Shor-Line so we can expedite shipment. Items lost or missing from your shipment will be forwarded immediately. Reference our FREIGHT CLAIM & PRODUCT RECOVERY POLICY (Page 13).

#### If Concealed Damage:

- Follow instructions within RECEIVING AND INSPECTING SHIPMENTS (Page 15). Call Shor-Line immediately so we can expedite replacements or repairs. Reference our FREIGHT CLAIM & PRODUCT RECOVERY POLICY (Page 13).

**Important:** After fifteen (15) calendar days of receipt of merchandise, shortage/concealed issues become void.

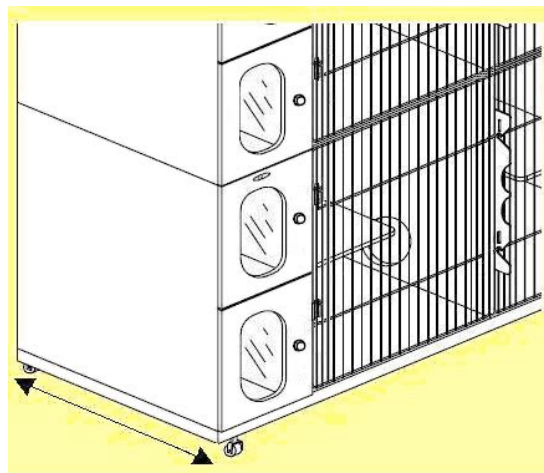
### Space Requirements

Ensure you have ample room to construct your Condo System and to open all Condo Doors after assembly. Compare the size of your holding area with your assembly design and consider:

- Excluding latches, all Condos are 26.5 inches (67.31 cm) deep (front-to-back).
- Condo widths and height vary.
- The widest Condo Door must open sufficiently.

### Tools Required

- No. 3 Phillips Screw Driver
- If using Platform Deck with Leveler Legs, No. 2 Phillips Screw Driver
- Rubber Mallet



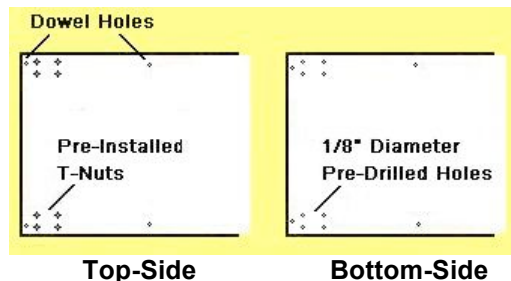
**All Cat Condos  
26.5" (67.31 cm) Deep**



## SECTION 2: BASIC CAT CONDO ASSEMBLY

If you've built a Cat Condo System before, assembly is simple. Here is a single page overview of the basic steps. For detailed instructions turn to the next page.

Before you start, examine both sides of your Platform Deck. Notice that top-side corners have four T-Nuts inserted, while bottom-side corners have four pre-drilled 1/8" holes.



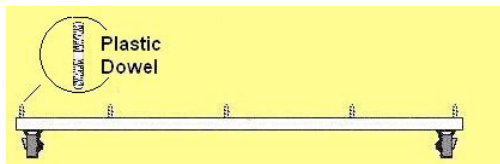
### Step

#### 1. Option A – Legs

- Attach Leg Level Caps to bottom-side corners using No. 8 - 3/4" Wood Screws.
- Insert Leg with black Leveling Screw into Level Cap.
- Adjust Leveling Screws to level the Platform.
- To attach Kickplates to Platform go to Page 8.



#### 2. Insert Plastic Dowels into the Platform's pre-drilled holes.

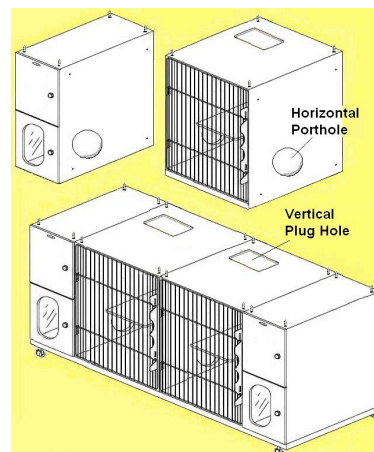
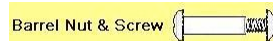
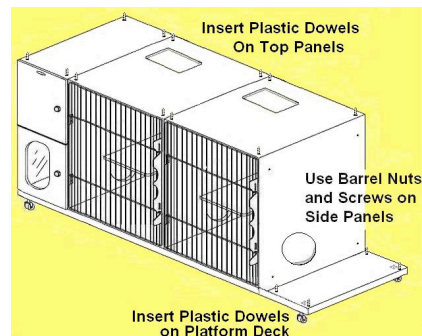


3. Per your design, position Bottom-Row Condo Units onto Platform Plastic Dowels. Ensure Horizontal Portholes align. *Note: The outer panels of both outside units will not have a Porthole or any pre-drilled holes for Barrel Nuts/ Screws.*
4. Connect units using four Barrel Nuts and Screws.
5. Insert Plastic Dowels into top of each unit.
6. Position Middle-Row Units onto Plastic Dowels of lower row Units. Ensure Horizontal Portholes and Vertical Plug Holes align.
7. Connect units using four Barrel Nuts and Screws.
8. Insert Plastic Dowels into top of each unit.
9. Repeat Step 6 until all Middle-Rows are constructed.
10. Position Top-Row Units onto Plastic Dowels. *Note: Top panels don't have Vertical Plug Holes or holes for Plastic Dowels.*
11. If your Cat Condo System includes Platform Legs and you desire to install Kickplates, go to Page 8.

or

#### Option B – Casters

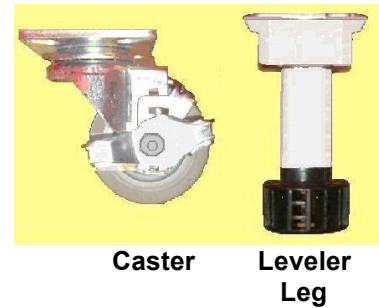
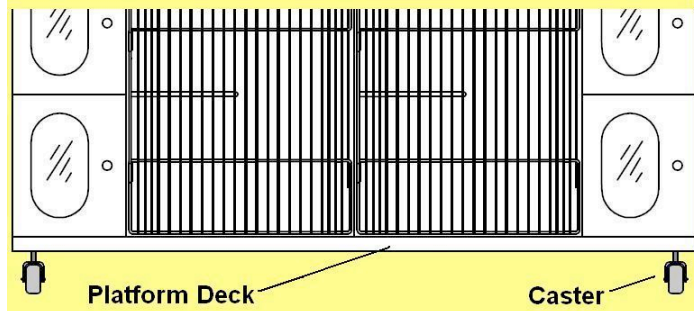
Attach Casters to the bottom-side corners using 1/4-20 x 3/4" Bolts.



### SECTION 3: DETAILED PLATFORM DECK ASSEMBLY

When ordering, you had two Shor-Line Platform Deck options to choose from:

- Option A. Mobile Platform Deck with Casters
- Option B. Stationary Platform Deck with Leveler Legs



Before you start, examine both sides of your Platform Deck. Notice that top-side corners have four T-Nuts inserted, while bottom-side corners have four pre-drilled 1/8" holes.

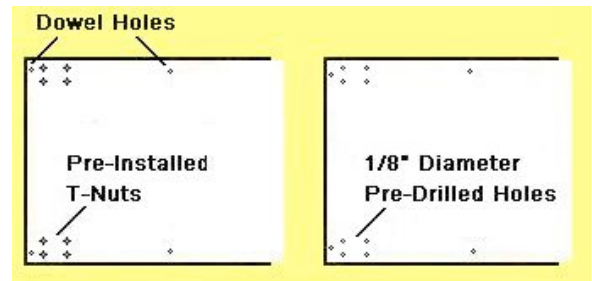


Figure 1: Top-Side

Figure 2 Bottom-Side

#### Option A. If Using Our Mobile Platform Deck

##### Shor-Line Parts Required:

- Shor-Line Platform Deck(s)
- Casters
- 1/4-20 x 3/4" Bolts



Caster



1/4-20 x 3/4" Bolt

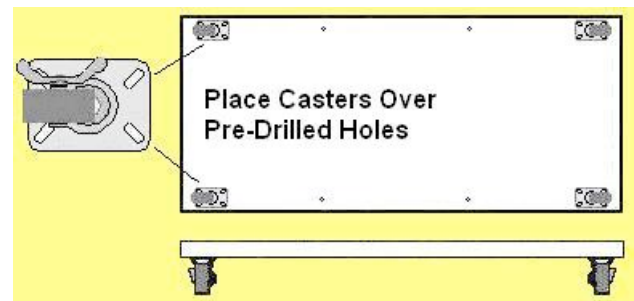
##### Step

1. Turn the Platform Deck onto its back-side (Figure 2).
2. Place Casters over the Platform's pre-drilled holes and attach using 1/4-20 x 3/4" Bolts. Pre-installed T-Nuts (Figure 1) will ensure tight connection.

##### Note:

- 24, 30, 36, and 42" Platforms require 4 Casters.
- 48, 54, and 60" Platforms require 6 Casters.
- 72" and longer Platforms require 8 Casters.

3. Turn the Platform onto its Casters.



Caster Assembly

4. Set brakes. Simply step down on Brakes to lock.

**CAUTION** Make sure brakes are always locked when Condos are holding animals.



**CAUTION** Make sure the brakes are locked so the Platform Deck does not move during the assembly and avoid creating a dangerous condition.

### SECTION 3: DETAILED PLATFORM DECK ASSEMBLY (continued)

#### Option B. If Using Our Stationary Platform Deck

##### Shor-Line Parts Required

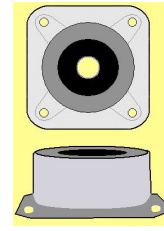
- Shor-Line PlatformDeck(s)
- Platform Leveler Legs
- Level Caps
- No. 8 -  $\frac{3}{4}$ " Wood Screws
- Kickplate Mounting Clips (optional)
- Kickplates (optional)



Wood Screw



Leveler Leg



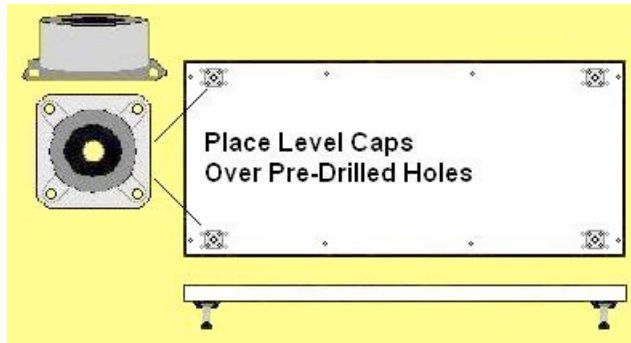
Level Cap



Kickplate Mounting Clip

##### Step

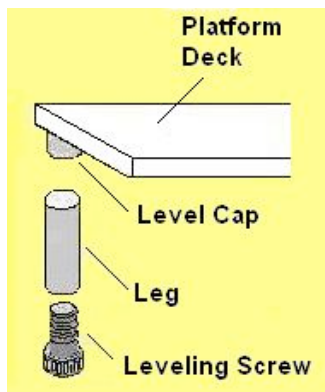
1. Turn the Platform Deck onto its back-side (Figure 2, previous page).
2. Place Level Caps over the pre-drilled holes and attach using the No. 8 -  $\frac{3}{4}$ " Wood Screws.



##### Note:

- 24, 30, 36, and 42" Platforms require 4 Leveler Legs.
- 48, 54, and 60" Platforms require 6 Leveler Legs.
- 72" and longer Platforms require 8 Leveler Legs.

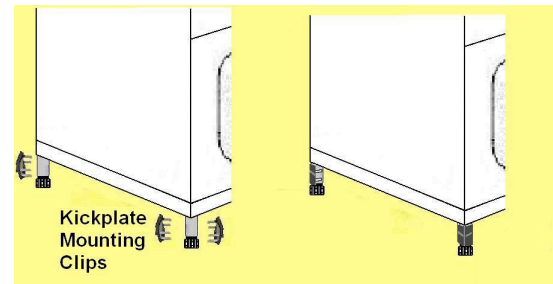
3. Return the Platform to its normal position. Lift Platform and insert Legs into Level Caps.



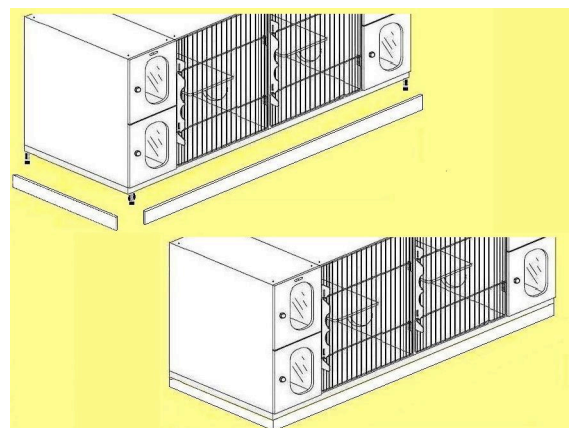
4. Adjust Leveling Screws to level the Platform.

##### Step (Optional)

5. Kickplates attach to Legs and keep dust and animals from getting under the Condo Unit. Attach the four-prong Kickplate Mounting Clips to all front and corner Legs.



- The Clip's black plastic plate should face outward on front legs and to the side on back corner legs.
  - Front corners require two Clips. The black plastic plates will be perpendicular, one facing forward and the other facing the side.
6. Kickplates have a  $\frac{1}{8}$ " groove on one side that align with the Bayonet Tang on the black plastic plate of the Mounting Clip. Position the Kickplate and align the groove with the Tangs. A sharp blow with a rubber mallet or hammer and block of scrap wood will set the Tang in the groove. Repeat with all of the Kickplates and adjust alignment.





## SECTION 4: DETAILED CONDO SYSTEM ASSEMBLY

### Step

1. Constructing your Cat Condo System is simple. First, ensure you're comfortable with our assembly design and our nomenclature:

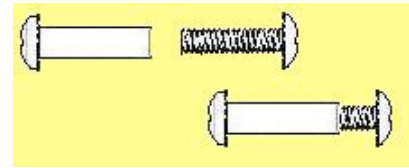
#### Shor-Line Parts Required

- Shor-Line Cat Condo
- Plastic Dowels
- 1/4-20 x 1" Screws
- 1/4-20 x 1" Barrel Nuts



**Plastic Dowels**

Connect Units to  
Next-Row Units



**1/4-20" Barrel Nuts and 1/4-20" Screws**

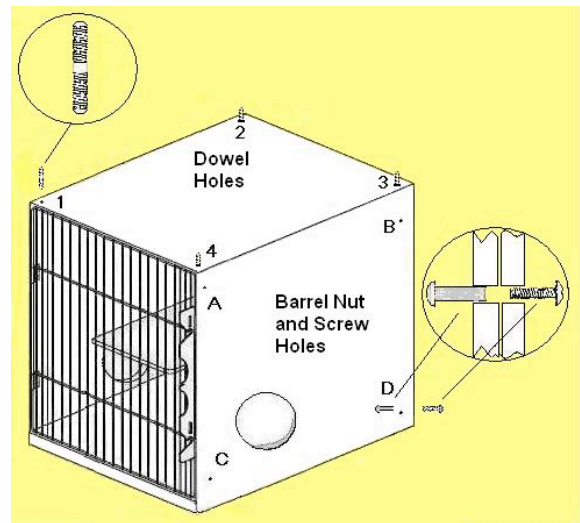
Connect Units in Same Row

Each Condo, Storage, or Litter Unit will come with a kit of 4 Plastic Dowels, 6 Screws, and 6 Barrel Nuts. All parts may not be used.

- Condo Units have pre-drilled holes on side panels so Barrel Nuts can be inserted and connected with Screws.
- The Platform Deck and Condo top and bottom panels have pre-drilled holes that Plastic Dowels fit into to keep Condo Units in place. Use a Rubber Mallet to tap Dowels into place.



**WARNING** Failure to use the Dowels, Barrel Nuts, and Screws can result in Condos shifting over time and may create an unstable boarding environment.

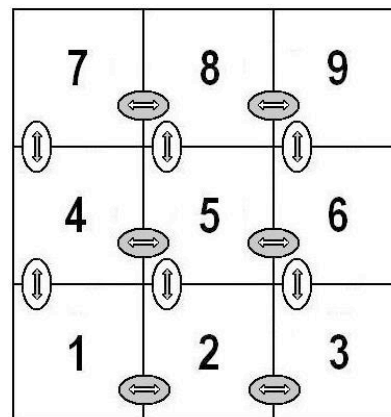


**Cat Condo Nomenclature**

### Step

2. Second, ensure you're comfortable with your assembly design. Know where each Condo Unit will be positioned (bottom row, middle row, top row, outside, inside).

- On each Condo shipping carton, you'll find an Item Number (i.e. 923.3300.11 and 923.3300.19).
- The last number of the Item Number (farthest right number in the string of numbers) corresponds to our Condo Numbering Scheme (i.e. 923.3300.11 and 923.3300.19).



**Condo Numbering Scheme**

 Symbol represents  
Horizontal Porthole

 Symbol represents  
Vertical Plug Hole



**CAUTION** The laminated units that make up your Cat Condo System are heavy. Use two or more people when positioning units. We encourage each person to wear a back support.

## SECTION 4: DETAILED CONDO SYSTEM ASSEMBLY (continued)

### Step (continued)

#### 2. Know Where Each Condo Unit Will Be Positioned

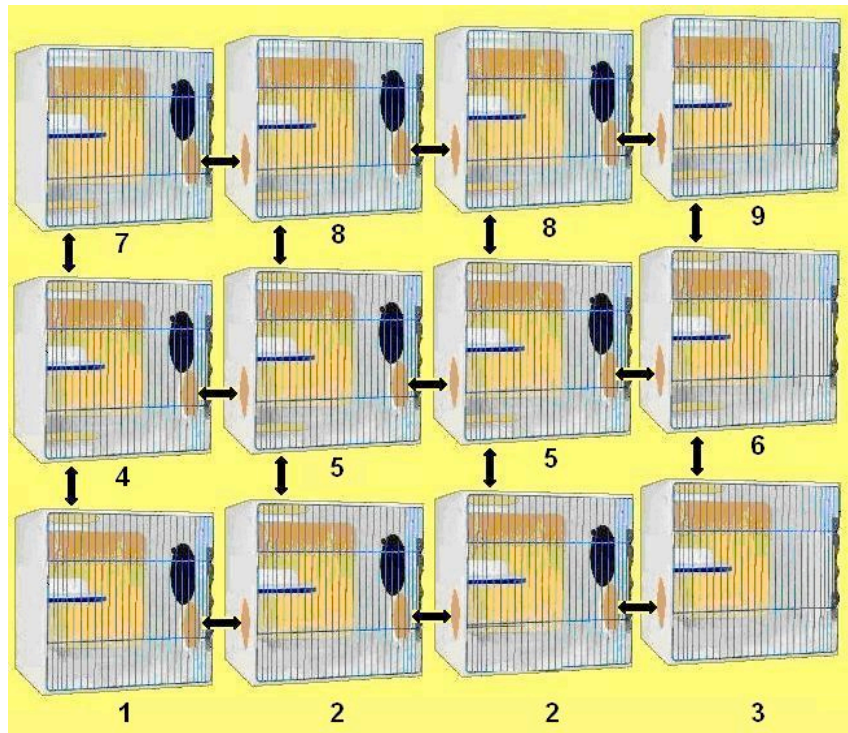
If you've removed the Item Numbers from the Condos notice that:

- Bottom-Row Condos (#1, 2, and 3) will NOT have Vertical Plug Hole on the bottom (only on the top).
- Top-Row Condos (#7, 8, and 9) will NOT have Vertical Plug Hole on the top (only on the bottom) and will have a finished laminate on the top-outer surface.
- Outside Condos (#1, 3, 4, 6, 7, and 9) will NOT have Horizontal Portholes on the outside (only those facing inside the system).
- Inside Condos (#2, 5, and 8) must have corresponding Vertical Plug Hole and Horizontal Portholes that join connecting Condos (in same row, above and beneath).

**Top-Row Assembly**  
(Condos with Item Numbers ending in 7, 8, and 9)

**Middle-Row Assembly**  
(Condos with Item Numbers ending in 4, 5, and 6)

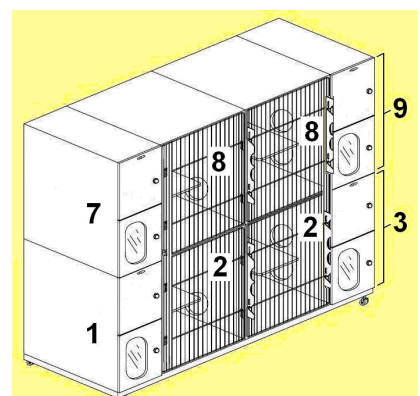
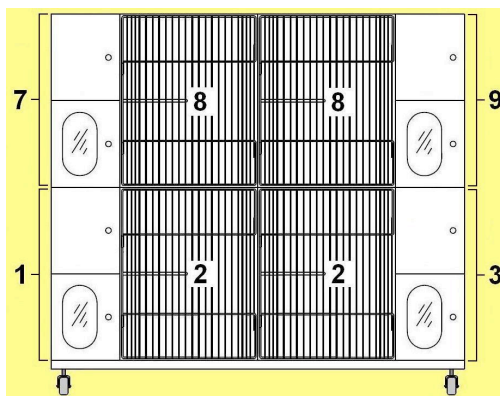
**Bottom-Row Assembly**  
(Condos with Item Numbers ending in 1, 2, and 3)



Here's the Numbering Scheme for a two-tier Cat Condo System.

Condo Systems can be designed in several ways.

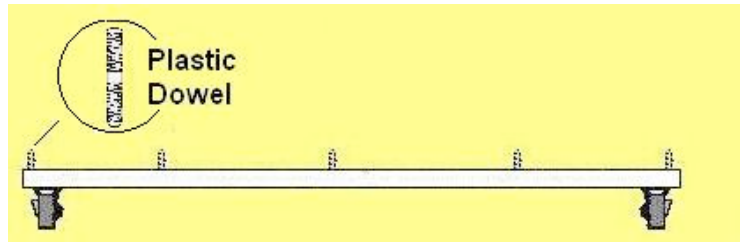
This design is used on the front cover. The storage and litter areas are manufactured as one unit.



## SECTION 4: DETAILED CONDO SYSTEM ASSEMBLY (continued)

### Step

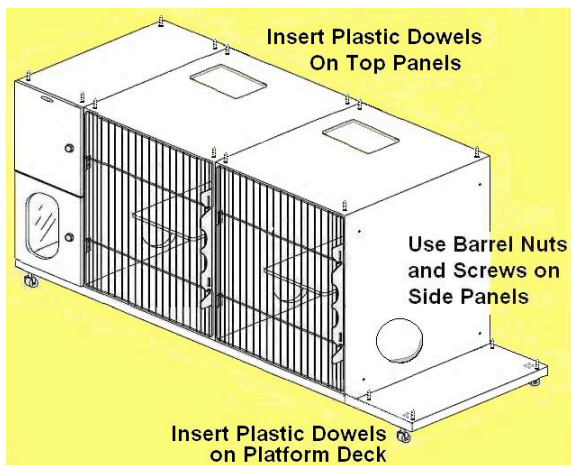
3. Once your Platform Deck is ready, insert Plastic Dowels into the Platform's pre-drilled holes.



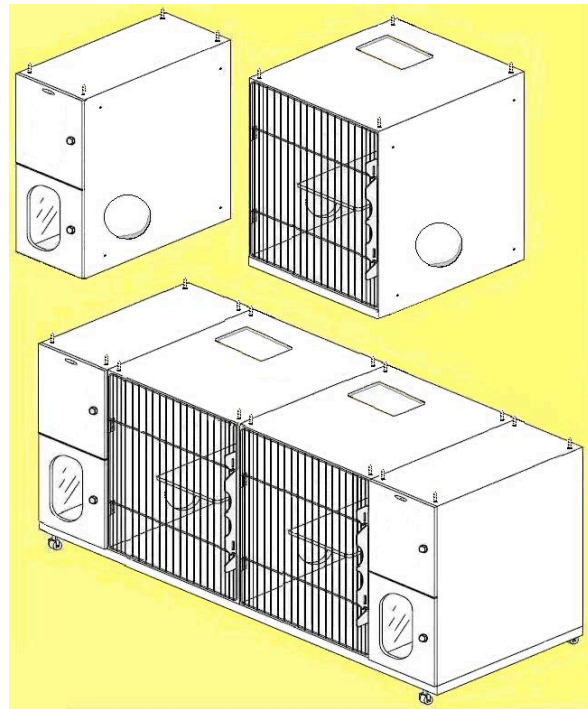
### Bottom-Row Units (#1, 2, and 3)

### Step

4. Identify and separate Bottom-Row Units from the others using the Numbering Scheme on previous page.
5. Insert Plastic Dowels into the pre-drilled holes of the Platform Deck. There will be two Dowels for each unit.
6. Start at one end and position the first unit onto the Platform making sure the holes of the Condo Unit align with the Platform's Dowels.
7. Insert Barrel Nuts into the pre-drilled holes on the side panel of the unit you've positioned and add the next unit. Complete by using screws to connect the two Condos.
8. After each Bottom-Row Unit is in place, insert two Plastic Dowels on the top of each Unit.



**Bottom-Row Assembly**



**Middle and Top-Row Assembly**

### Step

9. Continue to the Middle-Row Units (#4, 5, and 6) in the same fashion, adding Plastic Dowels, Barrel Nuts and Screws to secure each additional Condo.
10. Continue to the Top-Row Units (#7, 8, and 9) in the same manner. There will be no need to add Plastic Dowels.

## SECTION 4: CARE & CLEANING OF YOUR CAT CONDO SYSTEM

### INTRODUCTION

Shor-Line Cat Condo Systems are a long-term investment. Proper care and cleaning of Condo Units and the laminated surfaces is therefore critical. Routine maintenance will:

- Ensure quality and life of your investment
- Protect animals from transmittable disease and infection
- Safeguard your rights to the Shor-Line LIMITED WARRANTY

### QUALITY & LIFE OF YOUR PRODUCT

To safeguard your investment and rights to the Shor-Line LIMITED WARRANTY, it is important that you know factors that can degrade Cat Condo panels, laminated surfaces and stainless steel components.

- Power washing. Do not hose or spray wash Condo Units. Prolonged power washing may force laminates and edge banding to separate.
- Prolonged exposure to any liquid standing wet on surfaces for prolonged periods. Includes water, urine, bleach, deodorizing agents, disinfectants, and sanitizers.
- Bleach, deodorizing agents, disinfectants, and sanitizers not being neutralized with clean water.
- Liquid bleach, deodorizing agents, disinfectants, and sanitizers being allowed to evaporate and dry on surfaces. Any moisture may re-activate solutions.
- Fur or animal hair, holding urine and fluids, collecting around platform legs, casters, condo doors, and door hardware, can degrade stainless steel and welded intersections.
- Steel Wool will damage laminates and stainless steel.
- Exposure to high humidity (above 55%) can cause swelling and de-lamination.

### BEST PRACTICES / LESSONS LEARNED

You play an essential role in safeguarding your investment and rights to Shor-Line's LIMITED WARRANTY. We recommend:

#### 1. Outside Laminated Side and Top Panels

Weekly cleaning of outside laminate surfaces to prolong its longevity and to maintain its finish.

- Using a soft cloth or sponge, wash with warm soapy water, non-bleach detergent, or a general purpose cleaner (Windex, Glass Plus, PineSol, Fantastik, Formula 409). Rinse thoroughly with fresh water. Dry completely with a soft cloth to discourage water spotting.

#### 1. Laminated Side and Top Panels (continued)

- Non-oily furniture spray can be used keep surfaces beautiful and to help hide any scratches in the surface. To prevent build up, remember to clean the spray off several times a year.
- **Caution** – Bleaches can cause discoloration and prolonged exposure can damage the laminate finish. If you choose to use a disinfectant that contains bleach, rinse surfaces thoroughly several times with fresh water and dry.

#### 2. Inside Condo Units

Daily or weekly cleaning of all inside surfaces is recommended. Use the mildest cleaning procedure that will do the job effectively.

- Ordinary waste deposits and fluids can usually be removed with warm soapy water. Use a soft cloth or sponge. Rinse thoroughly with clear water and dry completely with a soft cloth to discourage water spotting.
- Minor scale build-up and some hard water spotting can be removed by washing with vinegar followed by a fresh water rinse and thorough drying.
- If rubbing, brushing, or scraping is required, use only brushes with plastic or nylon fibers, and scrubbers made of plastic or nylon. Ordinary steel wool or steel brushes should never be used. Rinse thoroughly with fresh water and dry completely with a soft cloth to discourage water spotting.
- Stubborn deposits or tightly adhering debris may require a commercial cleaning product. Scouring powders will scratch the surfaces and should not be used. *Always review label statements on cleaning products.* Rinse thoroughly with fresh water and dry completely with a soft cloth to discourage water spotting.

#### 3. Stainless Steel

Condo doors, door hardware, platform casters and legs required proper care and cleaning. Because bleach, deodorizing agents, disinfectants, and sanitizers can corrode stainless steel, we want to stress the importance of rinsing stainless steel components thoroughly with clear water and drying completely each time you clean.

Also, always rinse Cat Condo stainless steel legs and casters with clear water each time you mop area floors using bleaches or disinfectants.

## SECTION 5: SHOR-LINE CUSTOMER INFORMATION

### I. FREIGHT CLAIM & PRODUCT RECOVERY POLICY

Shor-Line does not abandon our commitment to customer satisfaction when products are in transition to your office.

If merchandise is received damaged, defective, or shorted and:

- A Shor-Line freight carrier is responsible, we'll replace or fix the merchandise to your satisfaction and manage the freight claim process.
- You chose an alternative carrier, we'll gladly provide support and guidance but you are responsible for product repair or replacement, as well as, managing cost recovery efforts.

To recover product(s) and cost, a claimant must prove that freight was damaged or short when delivered at your receiving area. To improve the quality of claims, we offer best practices in RECEIVING AND INSPECTING SHIPMENTS.

At a minimum, if problems exist with your shipment:

- Describe the damage or shortage on delivery receipt.
- Do not move damaged merchandise, its container, or its inner packing material from the location you discovered damage or shortage.
- Do not use damaged merchandise (if using, then stop).
- Call Shor-Line's Technical Service Department immediately.

#### Important:

- After fifteen (15) calendar days of receipt of merchandise, this policy becomes void.
- Failure to apply our instructions described in RECEIVING AND INSPECTING SHIPMENTS may result in you owning damaged products.

### II. CUSTOMER SATISFACTION POLICY

If you are not fully satisfied with our product or your purchase decision, Shor-Line will replace the product or credit your account (excluding shipping and handling costs). We do require you:

- Within fifteen (15) calendar days of receipt of the product, to notify our Technical Service Department.
- To express in writing why you are not fully satisfied.
- Within thirty (30) calendar days, to return our product to Shor-Line in satisfactory condition and in compliance with our PRODUCT RETURN POLICY.

#### Important:

- This policy **does not apply to** specially designed, discontinued, used, factory second, or repaired products.
- After fifteen (15) calendar days of receipt of our product, this policy becomes void. Check our LIMITED WARRANTY if product quality lessens over time.
- Shor-Line's obligation is limited to providing the applicable credit, which will be processed only after the receipt of the returned product.

### III. PRODUCT RETURN POLICY

There are several reasons why products are returned to Shor-Line, namely repairs, replacements, and credit.

1. It is our policy to only pay freight for:
  - IN-WARRANTY SERVICE (if product repair or replacement is justified).
  - Replacement of product is requested pursuant to: CUSTOMER SATISFACTION POLICY (Note: not applicable if credit is requested).

#### Important:

- Shor-Line will only pay for standard surface/ground shipping. A customer must pay for overnight delivery or other special requirements to expedite delivery.
2. If merchandise is damaged during transit AND a Shor-Line freight carrier was responsible, it is our policy to invoice our carrier for subsequent shipping costs.

If customer selected an alternative freight carrier who was responsible, Shor-Line will not be responsible for any costs related to product return or subsequent shipping.

Refer to RECEIVING AND INSPECTING SHIPMENTS for terms, conditions, and procedures.

Please notify us of any return prior to shipping and obtain an RMA (next page).

3. The customer is responsible to pay freight for all other types of returns (out-of-warranty service, return for credit, etc.).
  - Please **notify us** of any return prior to shipping and obtain an RMA (next page).
  - We recommend that you insure the shipment.

Regardless of circumstances or carrier, Shor-Line is not responsible for damages during in-bound shipment.

- If your return / repair shipment is received in damaged condition or shorted, we will notify you immediately. You will need to notify the carrier and initiate a claim inspection. Shor-Line will provide assistance, as necessary, to support your claim.
4. All products returned for credit or returned without being replaced or repaired are subject to a minimum 15% restocking charge.
  5. Products are to be returned only to the address provided on RMA form (next page).

Contact SHOR-LINE at (800)444-1579 or (913)281-1500.

If in the United Kingdom phone +44(0) 1446 77 20 41.



## SECTION 5: SHOR-LINE CUSTOMER INFORMATION

### **Important: All Returns Require an RMA Number**

Products being returned for any reason or delivered for repair must receive advance authorization from our Technical Service Department. Before shipping, obtain a Return Merchandise Authorization (RMA) number to ensure efficient processing of your repair, replacement, or credit.

- RMA numbers should appear on the outside of the container in BOLD print.
- Only the precise product and quantity specified on the original RMA request should be returned with the RMA number issued.
  - If you intend to return additional products to us, a new RMA number should be required.

Failure to obtain a valid RMA or follow these instructions may delay the processing of your repair, replacement, or credit.

### **IV. PRODUCT REPAIR POLICY**

There are several reasons why products require repair, namely normal wear-and-tear, excessive use, abnormal conditions, accidents, abuse, and inferior quality or workmanship.

1. Refer to LIMITED WARRANTY (paragraph two specifically) to understand in-warranty and out-of-warranty terms and conditions relating to repairs.
2. Refer to PRODUCT RETURN POLICY if a product needs to be shipped to Shor-Line.

### **IV. PRODUCT REPAIR POLICY - continued**

3. If merchandise is damaged during shipping but can be repaired to your full satisfaction AND a Shor-Line freight carrier was responsible, it is our policy to expedite repairs, manage the freight claim, and invoice our carrier for costs associated with repair and subsequent shipping.

If a customer selected an alternative freight carrier, Shor-Line will not be responsible for any costs related to repair.

Refer to RECEIVING AND INSPECTING SHIPMENTS for terms, conditions, and procedures.

4. Any replacement parts furnished at no cost to the Customer, in fulfillment of the Shor-Line Limited Warranty, are warranted only for the unexpired portion of the original warranty.
5. Any services or repairs outside the scope of our Limited Warranty shall be at Shor-Line's rates and terms then in effect.

### **Important:**

- All repairs, regardless if in-warranty or out-of-warranty, need to be initiated and authorized through our Technical Service Department. Failure may result in a customer being obligated for unauthorized expenses.

If shipping is required, Shor-Lines needs to issue you an RMA (prior column) to ensure repairs are managed properly and expeditiously.

## SECTION 5: SHOR-LINE CUSTOMER INFORMATION

### V. RECEIVING AND INSPECTING SHIPMENTS

#### INTRODUCTION

When preparing for transport, Shor-Line and a carrier inspected product quality and count. Because problems occur during transit, Shor-Line offers you best practices for receiving, inspecting, and unpacking your merchandise.

Please help us file claims and protect yourself by applying the following practices. **Failure to concur can result in you owning damaged products.**

#### Important:

- After fifteen (15) calendar days of receipt of merchandise, Shor-Line's FREIGHT CLAIM & PRODUCT RECOVERY POLICY becomes void.

#### A) AT TIME OF DELIVERY

1. **VERIFY COUNT** - Check the number of pieces (shipping containers, cartons, etc.) received against the number listed on carrier's delivery receipt (i.e. Bill of Lading).

##### If no discrepancy:

- Go to: 2. INSPECT CONTAINERS FOR DAMAGE

##### If discrepancy (shortage):

- Write the number of pieces not delivered AND number of pieces delivered on all copies of delivery receipt.
- Confirm the shortage by having driver sign all copies of the delivery receipt. Retain a copy to file a claim for loss.
- Initiate carrier inspection and recovery processes:
  - If Shor-Line's carrier delivered freight, call our Shor-Line Technical Services Department immediately and we'll replace missing freight.
  - If customer-selected carrier delivered freight, contact carrier and initiate inspection and claim processes.

2. **INSPECT CONTAINERS FOR DAMAGE** - Thoroughly examine each shipping container for visible damage.

**If no visible damage** (containers are not crushed, torn, wet, or otherwise damaged):

- Accept the shipment, retain copy of delivery receipt, and continue to next page: B) AFTER ACCEPTANCE OF FREIGHT

##### If minor visible damage:

- Describe damage to container(s) in detail AND write "subject to damages discovered" on all copies of delivery receipt. This is critical for freight claims.
- Confirm your notation by having driver sign all copies of the delivery receipt.
- Accept the shipment, retain copy of delivery receipt, and continue to next page: B) AFTER ACCEPTANCE OF FREIGHT

#### 2. INSPECT CONTAINERS FOR DAMAGE - continued

##### If severe visible damage:

- Write the number of containers damaged and describe damage to container(s) on all copies of delivery receipt.
- **Ask driver to inspect merchandise with you** and open container immediately. If driver will not inspect freight and leaves premise,
  - Write "Driver will not inspect merchandise" AND "Subject to concealed damage" on all copies of delivery receipt.
  - Have the driver sign to confirm your notation and keep a copy of the delivery receipt to file a claim.
  - Continue to next page: B) AFTER ACCEPTANCE OF FREIGHT
- Describe, in detail, all visible damage to merchandise on all copies of delivery receipt.
- Write "Subject to damages discovered" on all copies of delivery receipt and sign.
- Have the driver sign to confirm your notation on all copies of delivery receipt.
- Keep a copy of the delivery receipt to file a claim.
- Initiate carrier inspection and recovery processes:

##### If Shor-Line's carrier delivered freight:

- Call our Shor-Line Technical Services Department immediately and we'll replace or fix product to your satisfaction. Our team will coordinate product return and/or repair pursuant to our PRODUCT RETURN POLICY and PRODUCT REPAIR POLICY.
- We'll request documentation from you, coordinate future site inspection with carrier, and prepare you for site inspection. Reference next page: C) SUPPORT DURING SITE INSPECTION.

##### If customer-selected carrier delivered freight:

- Decide if you want to accept or reject the entire shipment. You may have the option to accept and reject parts of the shipment. Speak with carrier.\*
- Write the number of pieces you accept AND number of pieces you reject on all copies of delivery receipt.
- Contact carrier and initiate inspection and claim processes.
- Continue to next page.
- \* If the carrier abandons the merchandise (fails or refuses to return shipment), consult your legal counsel regarding disposition.

## V. RECEIVING AND INSPECTING SHIPMENTS - continued

### B) AFTER ACCEPTANCE OF FREIGHT

**1. INSPECT MERCHANDISE** - At the receiving area open (unpack, uncrate, etc.) all containers, as soon as possible, to ensure your expectations are met and to safeguard all rights to a freight claim. Inspect shipment for:

- Concealed Damage – Damage to merchandise that could not have been noted during delivery.
- Concealed Shortages – Loss of contents within a shipping container that could not have been noted during delivery.
- Non-compliance with order specifications

**If concealed damage or shortage discovered:**

- Do not use. Keep damaged merchandise, container(s), and inner packing materials at the receiving area.
- Keep damaged or shorted merchandise in its original shipping container and in same condition when damage or loss was discovered, until site inspection is completed.
- Move containers as little as possible.
- Initiate carrier inspection and recovery processes:

**If Shor-Line's carrier delivered freight:**

- Call our Shor-Line Technical Services Department immediately and we'll replace or fix product to your satisfaction. Our team will coordinate product return and/or repair pursuant to our PRODUCT RETURN POLICY and PRODUCT REPAIR POLICY.
- We'll request documentation from you within fifteen (15) calendar days of freight acceptance.
- We'll coordinate future site inspection with carrier and prepare you for site inspection. Reference next column: C) SUPPORT DURING SITE INSPECTION.

**If customer-selected carrier delivered freight:**

- Contact carrier to describe damage or loss immediately. Although not mandatory, confirm calls in writing, specifically noting the date, time and person to whom you spoke. Use documentation, if necessary, as evidence that you contacted the carrier within the 15 day period.
- Provide requested documentation and schedule inspection at your site. Reference next column: C) SUPPORT DURING SITE INSPECTION.

**Important:**

- To recover product(s) and cost, a claimant must prove damage or shortage existed at time of acceptance. Therefore, moving freight prior to inspection or delaying inspection too long can jeopardize claims.
- Often, a carrier cannot be held responsible unless inspections are completed within 48 hours. At the latest, shipping damage or shortage must be reported within 15 days of freight acceptance. Note: Fifteen (15) calendar days after freight acceptance, Shor-Line's FREIGHT CLAIM & PRODUCT RECOVERY POLICY becomes void.
- Perform this inspection even if merchandise won't be used right away.

### C) SUPPORT DURING SITE INSPECTION

**1. A third-party freight inspector will inspect freight containers, merchandise, and inner packing materials.**

- Be present for the inspection and accompany the inspector at all times he/she is on your premises.
- Provide copy of delivery receipt as evidence that shortage, damage, and/or possible damage was noted at delivery.
- When inspection has been completed, read the inspector's report carefully and sign if you agree with the summary of facts or conclusions. **Do not sign** if you disagree:

**If Shor-Line is handling claim process:**

- Call our Shor-Line Technical Services Department and we'll speak with inspector.

**If you are handling claim process:**

- Consult your legal counsel regarding disposition.

- An inspection report is not a claim.
  - Stop if Shor-Line is handling claim process.
  - Continue if you are handling claim process.

### D). AFTER INSPECTION

A freight claim is a written demand for a specific or determinable amount of money for merchandise damaged or lost during transit. The claim is written to the carrier and contains sufficient information delivered within the time limits specified in the delivery contract. To make a successful freight claim, you must prove:

- Carrier received freight in good condition at Shor-Line
- Freight was damaged or short when delivered
- The dollar amount of damage or shortage

**1. If you are handling claim process:**

Understand filing requirements and file claim within timeframe.

To make a successful freight claim, you must prove:

- Carrier received freight in good condition at Shor-Line
- Freight was damaged or short when delivered
- The dollar amount of damage or shortage
- Retain damaged merchandise until the claim is completely resolved or until you are given disposition from the carrier. You cannot use or dispose of the merchandise without permission from the carrier.
  - Do not return merchandise to Shor-Line unless carrier grants permission AND we provide written authorization (RMA). Reference: PRODUCT RETURN POLICY. Failure to keep damaged freight voids any freight claim.
  - If carrier wants to take damaged merchandise, obtain a receipt from the driver at time of pick-up and file with other documentation.
- After carrier has rendered a decision, make sure remedy is completely satisfactory.
  - Unless you are absolutely certain that your damaged merchandise can be satisfactorily repaired, you should seek replacement.
  - If not satisfied, consult your legal counsel regarding disposition.

**Important:**

- You are still responsible to pay the freight bill on time. Your claim is a separate transaction.

## **SHOR-LINE CUSTOMER INFORMATION - continued**

### **VI. LIMITED WARRANTY**

Shor-Line warrants to the initial purchaser (CUSTOMER) products, manufactured by Shor-Line, shall be free from defects in materials and workmanship, under normal use and service, for varying periods depending on the particular product and subject to the limitations and conditions set forth herein. If properly cleaned and maintained, Shor-Line's laminate products are warranted to be free from such defects for their normal useful life. Shor-Line's mechanical and electrical products, parts, devices and components (including such parts, devices and components of stainless steel products), and other non-stainless steel products are warranted to be free from such defects for one year. Shor-Line disclaims any express or implied warranty for products not manufactured by Shor-Line and the only warranty available therefore to CUSTOMER is that offered by the product's manufacturers.

The warranty period shall run from the date of delivery to CUSTOMER. If within the applicable warranty period, a product proves to be defective as described herein, Shor-Line will repair or replace the product, at Shor-Line's sole discretion, conditional upon CUSTOMER's written notice of the defect within fifteen (15) days after its discovery. Upon receipt of CUSTOMER's notice, including substantiation of Customer's status as the initial purchaser and details of the defect, Shor-Line shall advise CUSTOMER whether it plans to repair or replace the product. Shor-Line's obligation is solely limited to repair or replacement of the defective product and in no event shall Shor-Line be liable for transportation from or to Shor-Line offices or any other expense which may arise in connection with this Limited Warranty or the aforementioned CUSTOMER SATISFACTION POLICY.

Shor-Line makes no other warranty or guarantee of any kind whatsoever, whether express or implied, statutory or otherwise, including but not limited to implied warranties of fitness and/or merchantability. The above limited warranty constitutes our only warranty and no person or entity is authorized, on behalf of Shor-Line, to modify or expand upon the provisions expressed in the limited warranty statement. Shor-Line's liability under the limited warranty shall be limited as provided for above and the foregoing shall be the customer's sole remedy and recourse under this contract. There are no warranties that extend beyond the description of the face hereof and goods are sold as is. Shor-Line Limited Warranty is only available to the initial purchaser of its products.

### **VI. LIMITED WARRANTY - continued**

Customer agrees to comply with all instructions and specifications furnished by Shor-Line relating to installation, care and application of products sold. CUSTOMER agrees that it will not modify, misapply, or misuse such products in any manner that would deviate from Shor-Line's instructions. Any repairs, alterations or service provided by parties other than Shor-Line, or its authorized representative may void this Limited Warranty. This Limited Warranty shall not apply to normal wear and tear, damage caused by accident, negligence, or improper operation. This Limited Warranty shall not apply if the information contained within CARE & CLEANING OF YOUR CAT CONDO SYSTEM is not followed. A metallurgist may analyze products made of stainless steel to determine if harmful agents (like bleach) or insufficient or improper cleaning practices caused product degradation.

The Shor-Line's Limited Warranty, made in connection with this sale, shall not be effective and shall be void unless such goods are applied and used in accordance with Shor-Line's instructions.

### **LIMITATION OF LIABILITY**

Under no circumstances shall Shor-Line be liable to buyer or any other person for any special, liquidated, incidental or consequential damages, including without limitation, damages based upon lost goodwill, lost sales or profits, work stoppage, delay, product failure, impairment of goods or otherwise and whether arising out of breach of warranty, breach of contract, negligence or otherwise, and in any case, Shor-Line's liability for any and all losses and damages sustained by Buyer and others rising out of or by reason of this contract, shall not exceed the original purchase price of the product upon which liability is founded.

In no event shall any action be commenced against Shor-Line more than one year after the cause of action with respect to which the claim is made has accrued. Shor-Line shall not be responsible for expenses for repairs not made by Shor-Line without the prior written consent of Shor-Line.

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