

Transportation

Receipt of Shipment

When the cable is delivered to the final destination, the receiver should perform an inspection for damage before unloading any reels. If no visual damage is detected, the receiver should proceed with unloading the reels.

- If a dock is available, the cable may be unblocked and rolled from the truck onto the dock. The blocks can be easily removed with a crowbar or similar prying tool.
- Without a dock, a lift truck can be utilized to aid in the process. The reels should be turned sideways so the forks can straddle both flanges.
The cable must never be dropped off the back of the truck onto the ground or onto tires. The impact will cause damage to the cable.
- For larger or heavier reels, a pipe should be inserted through the center of the reel and ropes attached to each side so the personnel inside the truck can guide and control the reel during the unloading process.
- Once the cable is on the ground, the reel should be rolled to the storage area with care to avoid objects that may cause damage to the reel and cable.

Damage Reporting

The procedure for receiving cable shipment is critical to the outcome of possible claims.

- The customer should inspect each reel for signs of damage, as reels are unloaded from the truck.
- Any suspect reels should be separated from the others and unwrapped for closer inspection. If damage is found or suspected and the customer chooses to accept the shipment, the customer must note the damage or note that the material is “**subject to inspection**” on both his copy and the carrier’s copy of the delivery receipt. The customer should then immediately contact Trilogy, which will arrange for the carrier to send an inspector to complete a formal report.
- If the customer chooses to refuse a damaged product, they should immediately notify Trilogy to arrange for the amount to be returned.