



Quality First In Freezers & Coolers

No Hassle Freight Damage Policy

We Take The Fright Out Of Freight

In April 1997, W.A. Brown & Son, Inc. introduced, to the walk-in cooler industry, the first freight friendly no hassle freight damage policy.

In an effort to help you, our valued customer, in all phases of your business we offer this tool to eliminate some of the headaches that are part of the shipping process.

Shipments on a W.A. Brown & Son, Inc. approved commercial carrier that arrive with damage will no longer require you to file a freight claim.* A simple phone call to the W.A. Brown & Son, Inc. Service Department will have the replacement item expedited and shipped **at no charge**. Any freight claim that may be filed will be done by W.A. Brown & Son, Inc.

Simply do the following:

1. Obtain the serial number of the cooler in question.
2. Determine the panel number & description of the damaged item.
3. Call 1-800-640-0593 for the W.A. Brown & Son, Inc. Service department.
4. Give the information along with the shipping instructions for the replacement item to the service manager.

W.A. Brown & Son, Inc. assumes responsibility.

That's all there is to it! No Hassle & No Cost

*Customer must inspect the shipment and note on the bill of lading any visible damage at the point of receipt.

Certain Restrictions May Apply. Contact Factory For Details.