

December 1, 2020

To: Our Valued Customers
Subject: Freight Terms, Customer Incoming Inspection, Transfer of Ownership

Over the past several months our clients have seen an increase in volume of damaged and/or opened packages during shipments. It is unclear whether these issues are occurring with the freight company, or in the case of international shipments, with the forwarder, or border entry.

Globe Technologies cannot control these issues and it is the responsibility of our clients to insure safe passage of their shipments and/ or entry into their perspective country by hiring reputable shipping companies and trusted freight forward companies.

Due to this unsettling issue, we wanted to remind our customers that all products manufactured by Globe Technologies, Inc. are F.O.B. Standish, MI. Our internal process for packaging and shipment of orders has not changed. Our prepared bill of lading and packing slip information is accepted by the shipping carrier which validates the number of packages and weight of each package upon transfer of ownership to the carrier you have chosen to insure safe passage and delivery.

Please be sure to initiate incoming inspection processes at your facilities that will provide you recourse in the event of damaged packages and missing parts. Globe Technologies has no way of placing a claim with your carrier. It is incumbent on your company to note any damaged packaging during receipt of order, inspection of the order prior to release of the carrier, comparisons with bill of lading and received goods, as well as purchase orders and finally notation of the damaged package or missing materials on the signed documentation upon your receipt.

In this manner you will be able to file your claim with your carrier.

The increased volume of these type of incidents is clearly associated with the amount of over the road goods being sold and delivered during this pandemic year and increased demand being placed on carriers to respond timely to shipping requests.

Globe Technologies will not be responsible for damaged packages or missing product due to shipping carrier errors or miss handling of shipments after transfer of ownership of the shipment at time of order pick up.

Thank you in advance for your consideration in this matter.

The Globe Management Team