Thank you for your recent purchase of a giant scale airplane.
Please read the following inspection requirements.

This policy is a reminder that you the customer are **REQUIRED** to thoroughly inspect the package(s) and their contents **BEFORE** you sign and accept packages prior to the delivery driver leaving.

All shipments are sent out with a delivery by appointment requirement.
If an appointment isn't set, refuse the freight. The carrier will be forced to take it back to the terminal and call us or the consignee and schedule said appointment. You can also call the carrier the following day and reschedule the delivery.

"The Driver will wait for an inspection!" If he/she refuses, Please **NOTE** on the waybill (Inspection Denied, Possible concealed damage). This is for your protection. Internal condition cannot be judged by the outside of the box.

Inspection should include:

- o Observation of the shipping container and general arriving condition. (packaging damages usually transfers to damages on the inside of the box) o Cursory inspection of fuselage, wing, and stabilizer groups. o Chief also suggests that you remove the protective plastic to aid your inspection.

IF DAMAGE IS BEYOND NORMAL PARTS REPLACEMENT, DO NOT ACCEPT AND HAVE THE DRIVER RETURN THE PACKAGE TO CHIEF AIRCRAFT.

If there is damage to the contents and the waybill is not **CLEARLY** noted with damage, Chief Aircraft is not responsible for any repairs or product replacement. Any damages found after signing the waybill without condition notes, will become your (the customers) responsibility. Claims take a minimum of 90 days to complete and recover any funds.

Since freight delivery regulations are different then UPS package regulations, Chief needs your assistance to validate any potential claims. Freight companies have a million reasons to deny your claim and the number one reason is due to concealed damage not being noted at the time of delivery.

This letter is for your protection against freight carriers' policies.