

NOTICE!!!

MISSING ITEMS AND JOBSITE PROBLEMS

Please inspect the trusses carefully **BEFORE** you begin installation – looking for damage from shipping or missing materials. Contact us immediately if you discover any problems.

- ***Stark Truss Baltimore, LLC.*** cannot absorb the cost of materials which are stolen from the jobsite. If a representative from your company is not available at the jobsite to sign for the delivery, our driver will take photographs to document delivery of all items. Missing items must be reported within 48 hours of delivery.

Back charges will not be accepted, regardless of fault, without prior notification by customer within 48 hours and investigation by ***Stark Truss Baltimore.*** **NO EXEPTIONS!!!**

- ***Stark Truss Baltimore, LLC.*** will not honor back charges for repairs which have not been approved by an authorized agent of our company. If any truss problems arise during installation or at any time throughout the construction process, please notify us immediately, so that we can provide you with an approved method of repair or modification **BEFORE** you proceed.
- Inspect the installed trusses carefully before moving on to further construction processes. ***Stark Truss Baltimore, LLC.*** will not reimburse costs for taking apart work that has already been finished in order to make repairs to the trusses which should have been done before proceeding.
- Also be advised that **APPROVED** back charges requiring credit to your account, must be discussed with us or submitted in writing within 30 days of shipment in order to assure proper credit to your account.