

## **BEST PRACTICE WHEN RECEIVING FREIGHT**

Upon arrival of any order, please inspect the freight **BEFORE** taking it into your possession from the carrier.

- Drivers are instructed to wait while you inspect the delivered freight, but in the event they are not willing to wait, please notate "Driver would not wait while inspecting freight, possible damage".
- Please quickly look over the external packaging, internal packaging and products. Please be firm in your request for the driver to wait while you inspect the freight as it is critical in the claims process if there is notated damage or not.
- At first glance, there may not appear to be any damages to the external packaging, but there may be internal damages that need to be notated on the Delivery Receipt (DR). You and the driver are required to sign the DR, accepting the delivered freight at your location.
- You and the driver will either sign the DR as "receiving the freight in good condition" or you will sign the DR with "notating damages to the product". Please notate on the DR any and all damaged noticed at the time of delivery (examples below).

### 1. **INSPECT THE FREIGHT:**

Open the freight to visually inspect the product(s), external and internal packaging.

### 2. **REFUSE OBVIOUS DAMAGE:**

If the freight has obvious damaged (dents, scratches, holes, etc.) **DO NOT ACCEPT THE FREIGHT!**

- You are able to **"REFUSE"** the freight, which will then be returned to the shipper.
- If you do **REFUSE** the freight, write on the DR **"Customer has refused the shipment due to damages"** then sign and date the DR. The freight will then be returned to the shipper.
- **ALERT** the shipper or selling company of the damages immediately.

### 3. **ACCEPT DAMAGED FREIGHT:**

If you **ACCEPT** damaged freight, please notated the damages on the DR, then you and the driver will also sign and date the DR.

- Examples: "Damage to 1 out of 6 boxes" or "Freight was stacked, crushed products"
- **TAKE PICTURES** of the damaged freight Product(s), external and internal packaging.
- **ALERT** the shipper or selling company of the damages immediately.

**Visible or noted loss or damage**

The loss or damage was noticeable at the time of delivery and described in specific terms on the delivery receipt.

R&L CARRIERS		DATE 06/27/14	PAGE 1/2	X09		800-543-5589	
COPY NO. 1 BY BEB		AAA	REL CARRIERS	800-543-5589	888-796-3589		
APPT LIFT		REL GLOBAL	REL TRACKLOAD	877-510-9133	One Call-One Carrier - RLCarriers.com		
REMIT TO: P.O. BOX 271, WILMINGTON, OH 45177-0271		ORIGINATING TERMINAL	DESTINATION TERMINAL	LOADED ON	FREIGHT TERMS		
SBI/AREA 161		COL/AREA 92G	COL OAL1644	PREPAID			
W61809	WORLDWIDE EXPRESS	BL NO.	SCALE	OR0518			
NO. OF PIECES	DESCRIPTION OF ARTICLES	WEIGHT / LB	RATE	PREPAID	COLLECT		
1	ITEM 192990 SUB:3 TOMORAU COVER KD FLAT	250					
1	FUEL SURCHARGE 29.90%						
<b>NOTATED DAMAGE EXAMPLE</b>							
LIMITED ACCESS DELIVERY CHARGE LIFT GATE CHARGE P O # 4360395-1 SHIPPER NUMBER 366801 WWS# W305999444 *** LIFT GATE REQUIRED *** CUSTOMER PHONE # 803 263 255 *** DO NOT DOUBLE STACK *** DIMENSIONS: 68X78X10 *****DO NOT TOP LOAD*****				Damage to Freight 4 out of 6 Boxes have Damage! Product Damage			
DRIVERS NAME (PRINT)		DELIVERY DATE	RECEIVED IN GOOD CONDITION, EXCEPT AS NOTED, AND SUBJECT SOLELY TO THE TERMS AND CONDITIONS OF CARRIER'S INDIVIDUAL AND COLLECTIVE TARIFFS, INCLUDING LIMITATIONS OF LIABILITY, AND THE UNIFORM STRAIGHT BILL OF LADING, NMFC 100 SERIES.		CHARGES		
Wind		7-2-14	CUSTOMER SIGNATURE		Collect This Amount		
		2:10	George L. PAULIK				

**Concealed loss or damage**

The loss or damage was not noticeable at the time of delivery. Notification of a concealed damage must be reported to the carrier within 48 hours to 15 business days, depending on the carrier, from the date of delivery and all packaging materials retained for inspection. Shortages

R&L CARRIERS		DATE 06/20/14	PAGE 1/3	X0P		800-543-5589	
APPT LIFT		TDU	REL GLOBAL	888-796-3589	877-510-9133		
REMIT TO: P.O. BOX 271, WILMINGTON, OH 45177-0271		B211-2	REL TRACKLOAD	877-510-9133	One Call-One Carrier - RLCarriers.com		
SBI/AREA 161		ODE/AREA 77A	ODE OAL1108	PREPAID			
W61809	WORLDWIDE EXPRESS	BL NO.	PICKUP	712480			
NO. OF PIECES	DESCRIPTION OF ARTICLES	WEIGHT / LB	RATE	PREPAID	COLLECT		
1	ITEM 192990 SUB:3 VEHICLE PARTS	280					
1	FUEL SURCHARGE 29.60%						
<b>CONCEALED DAMAGE EXAMPLE</b>							
LIMITED ACCESS DELIVERY CHARGE LIFT GATE CHARGE WWS# W35999944 P O # 499041-2 SHIPPER NUMBER 366661 CUSTOMER PHONE # 432 367 7271 *** DO NOT DOUBLE STACK *** *** LIFT GATE REQUIRED *** QUESTIONS OR ISSUES WITH SHIPMENT DIMENSIONS: 103X78X10							
DRIVERS NAME (PRINT)		DELIVERY DATE	RECEIVED IN GOOD CONDITION, EXCEPT AS NOTED, AND SUBJECT SOLELY TO THE TERMS AND CONDITIONS OF CARRIER'S INDIVIDUAL AND COLLECTIVE TARIFFS, INCLUDING LIMITATIONS OF LIABILITY, AND THE UNIFORM STRAIGHT BILL OF LADING, NMFC 100 SERIES.		CHARGES		
ODECY		6/26/14	CUSTOMER SIGNATURE		Collect This Amount		
		1707					