

FILING A CLAIM WHAT TO DO IF YOUR SHIPMENT IS DAMAGED OR LOST



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DON'TS

DON'T delay in calling for inspection.

DON'T assume the carrier has been advised of the damage and the claim has been filed. It has not!

DON'T assume an OSD [Over, Short and Damage] report is a valid claim. Even though it says it is, or advises of intent to file claim.

DON'T forget to create a file for the accumulation of supporting documents for use when filing claim.

DON'T delay in filing claim against the carrier. Determine the amount of damage and file your claim.

DON'T allow your rightful claim to be outlawed because the time limit for filing claim was passed.

DO'S – VISIBLE AND APPARENT DAMAGE

DO notify the carrier immediately upon discovery and request an inspection.

DO at the time of delivery take exceptions on delivery receipt. Show receipt. Show number of pieces and kind of damage. For example; "2 cartons gouged", or "corners crushed" or "carton open" or contents exposed" or "re-coopered / repaired", etc.

DO stop unloading until the carrier has inspected the damage, or if circumstances require, carrier agrees it is permissible to continue. Make note of the date, time and name of carrier representative involved.

DO take photographs of the shipment and damage, if circumstance warrant.

DO create a file for each damaged shipment to keep all documents involved [very important as supporting documents for claim].

DO if feasible, open up damaged [gouged, crushed, torn, re-coopered, partly opened, contents exposed] packages in presence of carrier inspector or driver and take exceptions where warranted.

DO stop unpacking! Notify the carrier immediately and request inspection. Inspection should be of goods in original container / carton as discovered if at all possible. Keep original container / carton on hand for carrier inspection.

DO give carrier references as to accurately identify the shipment i.e. freight bill or delivery receipt date and number.

DO contact Century immediately regarding claim and forward a copy of all claim documents to Century.

DO'S – CONCEALED DAMAGE

DO carefully and thoroughly inspect carton / package contents within 48 hours of receipt of shipment.

DO report concealed damage to the carrier within 48 hours of receipt of shipment.

DO – SHORTAGES

DO take exception on truck line's delivery receipt and your own copy, showing number and kind of cartons short. If the shortage is out of individual packages, list the specific items, which are missing. In such cases the package will probably show evidence **of the original package being re-coopered or the contents being repacked.**