

ATTENTION RECEIVING PERSONNEL **Shipment must be inspected at time of delivery!**

Important Shipment Receiving Instructions

The carrier who delivers your shipment is responsible for any loss and damage. Your acceptance of this shipment is acknowledgement that the articles in the shipment are in good condition and complete. It is your responsibility to inspect the shipment and make specific notations of any damage or shortage exceptions at the time of delivery on the delivery receipt. When a shipment is signed with noted exception, the burden of liability is on the carrier. If the shipment is signed for clear, then the burden of liability of proof is on the shipper or the consignee.

Noticeable Damage or Shortage - How to handle shipments with visible damage or shortage at the time of delivery?

- Take the time to note the type of damage or shortage on the actual delivery receipt prior to signing. Be as specific as possible with your notations regarding the condition of the actual products & packaging.
- Check the number of cartons or units. If quantities do not tally, note the specific amount short.
- If camera is available, take pictures of the shipment and note time and date on pictures.
- Contact Translogistics at 610-280-3210 Ext. 1 or the carrier promptly so that the carrier is given the opportunity to inspect the shipment. Make note of all contacts and maintain written documentation.

Concealed Damage-What to do if the shipment was signed without exception and damage is found after the driver leaves.

- When a damage is discovered call Translogistics at 610-280-3210 Ext. 1 or the carrier immediately so that the call is documented and an inspection can be scheduled. Document all verbal and written interaction and activity.
- The sooner the carrier is contacted, the better the chances are of settlement of a claim.
- **The number of days to report a concealed damage claim has been reduced to 5 days by the National Motor Freight Traffic Associations (NMFTA).**
- If camera is available, take pictures of the shipment and note time and date on all pictures.
- Do not move the shipment. When an inspector arrives, he will ask if the shipment was moved. If it was, there is less chance that the claim will be paid because of possible damage caused when shipment was moved.
- Save all the packaging. If possible, keep it packaged until the inspector sees it. Depending on the marks on the packaging, it can potentially be determined how it was damaged. If you can't keep it packaged, take pictures prior to unpacking.
- **Do not dispose of the damaged unit or packaging until the claim has been settled. Carrier is entitled to the salvage and can deny settlement if shipment is not available.**

