

# Delivery Checklist

When you receive your shipment, please check the following prior to signing for the delivery:

- all packages are accounted for
- check for any visible damage on all packages

\*If you are missing packages or there is visible sign of damage, see steps below.

The following steps are required to file a freight damage claim:

If damage is visible at time of delivery you must:

- Note on delivery receipt the damage, type, and number of cartons / crates damaged.
- Make a copy of the signed waybill and retain for your records.
- Not applicable for UPS and FedEx, they are electronic
- Take photos
- E-mail your B+N salesperson the following information:
  - Tracking #
  - Damaged goods description
  - Copy of signed freight waybill with noted damages
  - Photos
- Retain all packaging for inspection.
- Keep damaged product in or with the original packaging material

Shipment delivered with no visible damage, unpacked and concealed damage is discovered after delivery:

If damage is found the SAME DAY:

- You MUST notify the delivering Carrier and your B+N salesperson to report the damage.
- Take photos
- E-mail your B+N salesperson the following information:
  - Tracking #
  - Damaged goods description
  - Provide type of damage and number of damaged cartons / crates.
  - Copy of signed freight waybill with noted damages
  - Photos
- Retain all packaging for inspection.
- Keep damaged product in or with the original packaging material

If damage is found AFTER 1 DAY BUT NOT MORE THAN 13 DAYS AFTER DELIVERY:

- You MUST notify your B+N salesperson to report the damage.
- Take photos
- E-mail your B+N salesperson the following information:
  - Tracking #
  - Damaged goods description
  - Provide type of damage and number of damaged cartons / crates.
  - Copy of signed freight waybill with noted damages
  - Photos
- Retain all packaging for inspection.
- Keep damaged product in or with the original packaging material

NOTE: If damage is not reported within 13 days after receipt of delivery, the freight carrier will not consider any reimbursement for the receipt of damaged goods.

FOR ALL SCENARIOS ABOVE: B+N Distribution Center will contact carrier to arrange for an inspection.

\*You will be notified by the carrier's inspection company before on-site inspection is scheduled.

NOTE ON REPORTING CONCEALED DAMAGE:

- a) When damage to, or loss of, contents of a shipping container is discovered by the consignee that could not have been determined at time of delivery it must be reported by the consignee to the delivering carrier upon discovery.
- b) Reports must include a request for inspection by the carrier's representative.
- c) Notice of loss or damage and request for inspection may be given by telephone or in person, but in either event must be confirmed by either written or electronic communication.
- d) Notice of loss or damage should be provided to the carrier within 15 days from the date of delivery. If more than 15 days pass between date of delivery of shipment by carrier and date of report of loss or damage and request for inspection by consignee, it is incumbent upon the consignee to offer reasonable evidence to the carrier's representative when inspection is made that loss or damage was not incurred by the consignee after delivery of shipment by carrier.
- e) If a clear delivery receipt is available, e.g. no damage or shortage is noted, the claimant must provide documentation showing that damage or loss occurred prior to delivery.
- f) While awaiting inspection by carrier, the consignee must hold the shipping container and its contents in the same condition they were in when damage was discovered insofar as it is possible to do so.
- g) Consignee shall identify the chain of custody and location of the shipping container(s) or package(s) once the shipment was received until the damage was noted.



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