

## SHIPPING AND FREIGHT CLAIM

### FREIGHT CLAIMS

#### If Goods Are Damaged or Lost in Transit

1. When the driver or freight agent signs a bill of lading, the originating common carrier acknowledges receipt in good condition of the number of packages listed. Bobrick packaging has been tested to withstand normal shipping hazards.
2. Notwithstanding the care with which Bobrick products are packed, when merchandise is received, it may be apparent that during transit the carton has been dented, torn, unstapled, re-taped, or there may be other indications of possible damaged or missing merchandise. Furthermore, the number of cartons may be less than the total shown on the carrier's delivery receipt and the consignee memo copy. In either case:
  - a. On the face of the delivering carrier's receipt and on the face of the consignee memo copy (to be retained by consignee), the person who signs the receipt for the shipment should list any missing cartons and describe any damage to cartons; also, describe actual damage to merchandise, if it is known before the driver leaves.
  - b. Any carton that has been dented, torn, unstapled, re-taped, etc. should be opened immediately and the merchandise inspected for possible damage, preferably in the presence of the delivering truck driver.
  - c. Delivering truck driver signs the carrier's delivery receipt and the consignee memo copy on which exceptions have been noted.
  - d. Whether or not the delivering truck driver cooperates by waiting for the opening of cartons, follow procedure in Paragraph 4.
  - e. If there are cartons missing, the customer should promptly notify the delivering carrier's local office by telephone; there is a possibility that missing items have been delayed in transit or delivered to the wrong consignee and are in the carrier's terminal awaiting correct delivery instructions.
3. If no exception has been noted on the delivery receipt but damage to merchandise is disclosed after the driver has left the premises, it is called "Concealed Damage". For your own protection, open and inspect each package as soon as possible; do not wait until the end of the disclosure time limit established by the delivering carrier (usually 5 days). If damage is discovered, save all containers, fillers, and contents until after inspection by the delivering carrier.

4. The discovery of the damage of the goods either before or after signing the delivery receipt, evidence of damage can be preserved in a number of ways. Photos, surveys and inspections, etc., must be done in a reasonable amount of time and the facts and circumstances may determine what is reasonable. Call the delivering Carrier and requested an inspection of the damaged goods. In ink, on the back of the consignee memo copy, write the date and the name of the person to whom you talked. If the carrier does not intend to have an inspection made, write "Inspection waived" or if inspection is to be made, write the date carrier schedules for inspection. If, after a second telephone call, no Inspector arrives, make a note of that fact. If an inspection is made, retain or make a copy of the inspector's report. 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, in so far as it is possible to do so, and maintain the chain of custody of the article.
5. If any exceptions were noted on the delivery receipt handed to the driver and if the originating carrier was selected by Bobrick, so that the customer can file claim for damage in transit, promptly send an e-mail, which we will respond within 24 hours, to us at [CustomerService@Bobrick.com](mailto:CustomerService@Bobrick.com), include:
  - *Consignee Memo copy with exceptions noted thereon*
  - *Pictures*
  - *Carrier's Inspection Report, if any*

If you need to discuss your problem with us, you can call Bobrick's customer service at 818-982-9600 or 518-877-7444, although most claims can be handled by e-mail and e-mail provides a record that we both can refer to for easy reference.

6. Claims for merchandise signed damaged or missing cannot be filed after 9 months from receipt of delivery.
7. A notation of "subject to inspection" is not considered a valid notation of loss or damage.
8. If merchandise is being claimed as damaged, it must be retained as salvage until advised otherwise by Bobrick. Failure to retain salvage may result in the denial of the claim.
9. **If no exceptions were noted on the delivery receipt, or the shipment was made under the customer's account** it is essential that the consignee, instead of Bobrick, file the claim for loss or damage with the delivering carrier. In this case or if you volunteer to file your own claim, Bobrick would be pleased to assist in every way possible.

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**F.O.B. Points: Los Angeles, Clifton Park, Durant, Jackson, Englewood and Toronto**

## ONLINE TRACING

To trace orders shipped from any Bobrick facility via [UPS](#) or [FedEx](#) just Ctrl+Click to follow link. This will launch their online website where tracking can be done directly from your PC.

## BOBRICK TARIFF

Bobrick utilizes its own in-house tariff for shipments via LTL (less-than-truckload) carriers. These zip-code rates have been carefully constructed to allow for the lowest possible freight costs while remaining attractive to the very best transcontinental and regional motor carriers in the continental United States. Bobrick tariff rates apply on all prepaid or prepay-and-add shipments when the carrier is selected by Bobrick.

## BOBRICK TRAFFIC

The traffic offices at each Bobrick facility are always ready to help with any questions on the shipping or transportation of Bobrick products.

Following are the names of key traffic people to contact with questions:

BLA Traffic (Los Angeles) <a href="#">Al Alvidrez</a> – (818) 503-1615 <a href="#">Nick Armstrong</a> – (818) 503-1678	BED Traffic (Clifton Park, NY) <a href="#">Bob Major</a> – (518) 877-2164 <a href="#">Casey Griffith</a> – (518) 877-2224
BMC Traffic (Jackson, TN) <a href="#">Mark Delassus</a> – (731) 265-5009 <a href="#">Martha Umstead</a> – (731) 265-5003	BWC Traffic (Toronto, Canada) <a href="#">German Garcia</a> – (416) 298-1611 ext. 124 <a href="#">Christopher Batchelor</a> – (416) 298-1611 ext. 126
Gamco Traffic (Durant, OK) <a href="#">Judy Neely</a> – (580) 924-8066 ext 4325 <a href="#">Brianna Kuhn</a> – (580) 916-4304	KKP Traffic (Englewood, CO) <a href="#">Micheal Jones</a> – (303) 539-8372 <a href="#">Lee Hawkins</a> – (303) 539-8317

Revised: March 14, 2017