

BOBRICK WASHROOM EQUIPMENT SHIPPING AND FREIGHT CLAIMS

BILL OF LADING

- When the driver or freight agent signs a bill of lading upon pickup at Bobrick warehouse, 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.

DELIVERY AND INSPECTION

- Upon Delivery, the consignee must be given the opportunity to inspect the condition of delivered goods and notate damage on carrier's delivery receipt. A signature on a delivery receipt is more than just a confirmation of delivery service performed, it is also acknowledgment and confirmation by the receiving party of the condition of goods delivered.
- Prior to signing the delivery receipt, receiving party should inspect all packages/cartons/pallets delivered:
 - 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:
 - 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.
 - 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. This also applies to any cartons containing mirrors or other fragile items the receiving party believes may be damaged.
 - Take pictures of any damaged items prior to driver leaving premises, if possible.
 - Delivering truck driver will sign the carrier's delivery receipt and the consignee memo copy on which exceptions have been noted.
 - Whether or not the delivering truck driver cooperates by waiting for the opening of cartons, follow procedure in "Reporting Damage Section". If the driver does not cooperate, note on

the delivery receipt “Driver Will Not Allow Inspection”. Immediately contact Traffic@Bobrick.com with as much detail as possible.

- 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.
- **A notation of “Subject to Inspection” is not considered a valid notation of loss or damage and is considered signing free and clear of damage. Failure to properly document damage will very likely result in denial of the claim.**

REPORTING DAMAGE

- Evidence of damage to goods, either before or after signing the delivery receipt, can be preserved in several ways:
 - Photos, surveys, and inspections, etc., must be done in a reasonable amount of time (*preferably no later than a month*) and the facts and circumstances may determine what is reasonable. The sooner, the better.
 - Call the delivering Carrier and request 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 and safe to do so and maintain the chain of custody of the article. If the items cannot be maintained, take pictures prior to disposal.
- If any exceptions were noted on the delivery receipt handed to the driver and if the originating carrier was selected by Bobrick, promptly send an e-mail within the same day to us at CustomerService@Bobrick.com. We will respond within 24 hours. In the email, 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. As this provides the ability for ease of referencing and record retention.

CONCEALED DAMAGE

- 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. If damage is discovered, save all containers, fillers, and contents until after inspection by the delivering carrier.
- **Concealed damage must be reported within 5 days of receipt of shipment or claim will be denied by the carrier.**

LIMITATIONS

- Claims for merchandise where the proof of delivery is "**Signed Damaged or Missing**" cannot be filed **by Bobrick** after 9 months from receipt of delivery. It is the consignee's responsibility to report the damage or missing shipment to Bobrick as soon as delivery is made and signed for. Consignees are not required to file claims for damaged or missing shipments shipped on Bobrick's freight account, **unless** otherwise directed by a Bobrick representative (*see bullet # 4*).
- Claims for "**Concealed Damage**" must be reported within 5 days from receipt of shipment, **as governed by the National Motor Freight Traffic Association (NMFTA)**.
- 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.
- **If the shipment was made under the customer's account**, it is essential that the consignee files the claim for damage or missing with the delivering carrier instead of Bobrick. In this case, when filing your own claim, Bobrick would be pleased to assist in every way possible.

ONLINE TRACKING

- To track 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.

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

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