



Protect Your Company Against Loss or Damage!

Your guide to use in case of freight loss and damage.

1. WHEN RECEIVING FREIGHT:

- **VERIFY PIECE COUNT** – make sure you are receiving as many cartons or items as are listed on the delivery receipt. If a shortage is discovered, note exactly how many cartons are short on the carrier's delivery receipt. Be sure to retain your copy.
- **CAREFULLY EXAMINE EACH CARTON FOR DAMAGE** – if damage is visible or if a carton appears that contents inside may have possible damage, note this fact on the delivery receipt. Be sure to retain your copy.
- **IMMEDIATELY AFTER DELIVERY OPEN ALL CARTONS AND INSPECT** - for concealed damage even though the driver has already left, all cartons should immediately be opened and the contents inspected for possible concealed damage.

2. WHEN YOU FIND VISIBLE OR CONCEALED DAMAGE:

- **RETAIN DAMAGED ITEMS AND PACKING** – Not only the damaged items must be held at the point where they were received, but the containers and all inner packing materials must be held until inspection is made by a carrier's inspector.
- **CALL SHIPPER TO REPORT DAMAGE AND REQUEST INSPECTION** – the call should be placed immediately upon discovery of damage, but under no circumstances should it be put off longer than 7 days after delivery. Failure to report concealed damage within this 7 day period will almost certainly result in denying your claim.
- **CONFIRM YOUR CALL IN WRITING** – for your own protection in establishing the fact that AFP was notified within the 7 day period, we strongly recommend that all calls be confirmed to AFP in writing. Be sure to retain a copy of your letter.

3. STEPS TO TAKE WHEN CARRIER MAKES INSPECTION OF DAMAGED ITEMS:

- **HAVE DAMAGED ITEMS IN RECEIVING AREA** – make certain the damaged items have not been moved from the receiving area prior to discovery of damage. Allow inspector to inspect damaged items, cartons, inner packing materials, and freight bill. Be sure to retain your delivery receipt – it will be needed as a supporting document when the claim is filed.

4. STEPS TO TAKE AFTER INSPECTION HAS BEEN MADE:

- a. **CONTINUE TO RETAIN DAMAGED MECHANDISE** – even though the inspection has been completed, damaged items cannot be used or disposed of without written permission from AFP, which should be given within two weeks of inspection.
- b. **DO NOT RETURN DAMAGED ITEMS** – return of such items should not be made without our written authorization.
- c. **SECURE RECEIPT FROM CARRIER IF DAMAGED ITEMS ARE PICKED UP FOR SALVAGE** – if you surrender damaged merchandise to a carrier for salvage because it is valueless to you, be sure to secure a receipt from the driver when it is picked up and retain that receipt.

*We are here if you need any help in filing a claim.
The above steps must be completed to successfully file a freight damage claim!*

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