



FREIGHT INSPECTION GUIDELINES

DO NOT SIGN FOR A SHIPMENT WITHOUT THOROUGHLY INSPECTING THE CONTENTS OF EACH DELIVERED PACKAGE FOR PUNCTURES, TEARS, SCRAPES, PROTRUSIONS, PERFORATIONS IN BOTH CARDBOARD AND WRAPPING MATERIALS, BROKEN CRATES OR PALLETS AND ANYTHING THAT MAY INDICATE THERE MAY BE DAMAGE TO THE GOODS INSIDE.

CHECK AROUND ALL SIDES OF THE SHIPMENT FOR ANY EXTERNAL DAMAGE(S).

Check the condition of shipping crate or pallet (skid) for any abuse during shipment. If there is damage to the crate or pallet, there may potentially be damage to the contents within. Take pictures of any external damage(s).

CHECK THE CONDITION OF THE SHRINK WRAP AND WARNING TAPE.

If the warning tape (a white plastic tape with red writing stating: "*STOP. DO NOT BREAK DOWN PALLET OR WRAP or GLASS HANDLE WITH CARE!*") or shrink wrap have been removed and/or damaged, check the shipment's contents immediately, and document the broken and/or damaged item(s) on the Proof of Delivery (P.O.D.) receipt. It is possible the shipment may have been manipulated to conceal damage. Taking accurate photos of this step can help ascertain and document the origins of product damage.

IF A SHIPMENT COMES IN MULTIPLE BOXES/CRATES AND SOME, BUT NOT ALL OF THE PACKAGES ARE COMPLETELY DAMAGED, DO NOT REFUSE THE ENTIRE SHIPMENT – ONLY DECLINE THE DAMAGED ITEMS WHEN THE DELIVERY DRIVER WILL ALLOW YOU TO DO SO.

IF ANY ITEM APPEARS TO BE DAMAGED, WRITE "DAMAGED" ON THE PROOF OF DELIVERY (P.O.D.) FORM WITH A BRIEF DESCRIPTION OF WHAT IS DAMAGED AND HOW (scratched, dented, punctured, etc.) INCLUDING QUANTITY, MODEL AND SERIAL NUMBER WHERE APPLICABLE.

DO NOT WRITE: "*SUBJECT TO INSPECTION*", "*NO VISIBLE DAMAGE*", or "*DAMAGE TO CRATE/PACKAGING*", "*POSSIBLE DAMAGE*" ON THE P.O.D.

The freight company will not accept a damage claim, if any of these phrases are written on the P.O.D. form. If you see that any part of the shipment is

damaged, please simply write "DAMAGED," then give more detailed information. For example: "DAMAGED – HOLE IN CARDBOARD BOX, CAN HEAR BROKEN GLASS RATTLING."

MAKE NOTE OF WHICH BOXES WERE REFUSED AND WHICH CONTAINERS WERE RECEIVED IN GOOD CONDITION. Photos may help you document this determination more concretely.

Have the DRIVER make note of your damage assessment on the P.O.D. with THEIR INITIALS, as well.

*****CONCEALED DAMAGE: DAMAGE TO THE CONTENTS OF A PACKAGE THAT IS NOT APPARENT UNTIL THE PACKAGE IS OPENED*****

WHEN CONCEALED DAMAGES ARE FOUND- GERHARZ EQUIPMENT, INC. MUST BE NOTIFIED IMMEDIATELY

KEEP ALL ORIGINAL PACKAGING.

An inspector may be sent out to personally examine the damaged package and its contents, in order to process the claim properly.

If the inspector cannot inspect the packaging, the freight company will claim they are not liable, because it cannot be proven they were responsible for any damage(s).

DON'T MOVE THE DAMAGED PACKAGE TO ANOTHER LOCATION UNTIL THE CLAIM IS SETTLED.

CONTACT GERHARZ EQUIPMENT, INC. TO FOLLOW UP WITH FILING A FREIGHT CLAIM.

WE WILL RESOLVE ANY UNFORTUNATE INSTANCES IN A TIMELY AND FAIR MANNER.

HELPFUL HINTS:

Inspect every package first before documenting damaged items- Carefully inspect the shipment *before* signing the delivery receipt (Proof of Delivery).

Once you sign the delivery receipt, you are certifying that the shipment arrived in good condition and that both the shipper and freight company are free of any liability.

Accurately notating damage on the POD is essential to having a successful freight claim.

Freight companies have a time limit in which freight claims can be filed so it is essential to handle claims in a timely manner as freight companies will not be held liable for any damages reported after a certain period.