



### Do Not Sign for Anything You Have Not Inspected

While the driver is still present, check each handling unit for visible signs of damage.

### Check for Shortages:

- Check all labels to be certain they are yours.
- Count the handling units and note any shortage.

### Look for:

- Broken or missing seals
- Stains
- Wetness
- Sealing Tape – re-taping or ripped tape
- Re-crating or broken boards
- Compromised shrink wrap

### Examine Potential Loss or Damage:

- Open any shipments that show signs of loss or damage.
- Examine the contents with the driver.
- **Note any exceptions on your copy and the carrier's copy of the delivery receipt.**
- If you do not have the opportunity to open a suspect shipment, ensure that the proper exception is made on the delivery receipt.
- If possible, take photos of the damaged items.
- Do not note "Subject to Inspection." This does not count as an exception.
- Have the driver sign your copy of the delivery receipt.

### Concealed Loss or Damage

The burden of proof lies with the claimant in cases of concealed damage. It is very important to follow these rules for concealed loss or damages.

- Stop unpacking immediately upon discovery of damage.
- Immediately contact the carrier for inspection.
  - ★ You may report damage to the carrier by phone, but the report must be followed up in writing.
- If possible, do not move the shipment from the receiving area pending inspection.
- Contact purchasing for an estimate of the value and/or repair prior to inspection.
- The carrier may inspect the shipment and prepare an inspection report.
- You will receive a copy of the inspection report; read it thoroughly.
- **Do not dispose of the damaged freight until the claim has been resolved.**