

Carriers will always reject claims if the BOL is not signed indicating noticeable damage or missing/torn/replaced shrink wrap.

Why? After a shipment is broken down, there is nothing that states a box could not have been misplaced, damaged, or even stolen after it was delivered. For this reason, carriers will not be held responsible for missing/damaged product once the shipment has been signed for clear.

How do you protect yourself from shortages/damage that occurs during shipping? We believe the steps below will minimize the chance claims are rejected by carriers, which improves our ability to resolve credit requests in a timely manner and with a greater chance of success.

## Receiving Best Practices

1. **Inspect all deliveries**
  - a. Look for torn/missing shrink wrap – easy indicator there could be damage/missing product (We currently use black and red shrink wrap).
  - b. Look for two colors of shrink wrap – easy indicator that shrink wrap was damaged and the carrier re-wrapped the pallet – could be damage/missing product
  - c. If you experience a or b
    - i. Take a few pictures before you touch anything
    - ii. make sure to do a piece count and note the BOL: “Shrink Wrap Not in-tact”
    - iii. Note what item(s) appear to be damaged/missing on the BOL
  - d. If you absolutely do not have time to do a full piece count, at least mark the BOL, “Shrink Wrap Not in-Tact” and note if there is noticeable damage.
2. **If the driver refuses to wait around for you to do a piece count...**
  - a. Mark the BOL if you noticed torn/missing/replaced shrink wrap
  - b. Note the following on the BOL: “Driver would not wait for inspection”
3. **If the driver leaves before you have chance to even sign the BOL and you notice any signs of damage or you notice the shrink wrap does not look correct...**
  - a. Take pictures of the condition of the pallet(s) before breaking them down
  - b. If after breaking down the pallet you notice damage/missing product
    - i. Notify your Sales representative/Customer Care ASAP
4. **“Subject to inspection” means nothing to a carrier. It does not protect you.**