

## **Shipment Verification Instructions**

You should use the Note of Delivery to confirm that every part of the shipment is delivered to you without damage. As soon as the shipment arrives, before you accept the shipment by signing the bill of lading or other freight bill, you must carefully check all items against the Note of Delivery to confirm everything has been received without damage (except for concealed damage). To protect your right to make a claim for loss, all missing and/or damaged items must be

Noted on the bill of lading or other freight bill before the truck that delivered the shipment departs

**AND** 

Reported by email to <a href="mailto:customerservice@schletter-group.com">customerservice@schletter-group.com</a> within three (3) business days after the shipment is delivered. The email report must list all missing and/or damaged items by item number/description and state the quantity of items missing or damaged. Photos clearly showing all damage to damaged items must be included in the email report. Telephone communications will not be accepted as notice of missing or damaged items.

If any missing or obviously damaged items are NOT noted on the bill of lading or other freight bill and NOT reported by email within three (3) business days as provided above, your signature on the bill of lading or other freight bill will constitute confirmation that the entire shipment was delivered without damage. Schletter Inc. will not be able to process any insurance claims for missing or damaged items that were not reported as provided above. This will effectively prevent you from being compensated or reimbursed for the missing or damaged items.

As part of our quality management program, we have photographed every pallet, carton and other item of the shipment as they were loaded on the truck. Those photos will be made available to resolve any discrepancy between the Note of Delivery and the contents of the shipment.

Your business is important to us and we will do our best to support you through the entire project. We appreciate your cooperation with the quality control measures specified above.