

**Office Instructions**

Agent to fill in grey sections (front and back) before sending to your consignee

**NOTIFICATION OF DELIVERY EXCEPTION**

 Dear \_\_\_\_\_\_\_\_\_\_\_\_

The shipment described below is on the way to you.

Please check the shipment for loss or damage BEFORE the driver leaves. Follow the checklist on the back of this form.

Once you have checked the shipment, please fill out the following and email or fax it back to us.

|  |
| --- |
| Shipment Information |
| Load/Pro Number: |  | Carrier: |  | Expected Delivery Date: |  |
| Consignee Name: |  | Address: |  |
| City: |  | State: |  | Zip: |  |
| Shipper Name: |  | Address: |  |
| City: |  | State: |  | Zip: |  |

Delivery exceptions:

❑ There were no exceptions at the time of delivery and the shipment was received in good order

❑ An exception was noted at the time of delivery, before the driver left

❑ An exception was found after the driver left our facility (Concealed Damage)

If short, please describe what was missing and how many pieces were missing:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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If damaged, please describe the type and extent of the damage. How many pieces were damaged?

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If you have any questions or there are any delivery exceptions, immediately contact us at:

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Consignee Statement: We (Consignee Name) have read and understand the instructions outlined above. We acknowledge that if the instructions outlined above are not followed, the carrier may deny this claim. If claim is denied, we do not hold you, our freight broker, responsible for any loss.

Signed: Printed Name: Title: Date: .

***Additional Instructions on Back – TURN OVER***

|  |  |
| --- | --- |
| Inspect the Shipment |  |

|  |  |
| --- | --- |
| * Inspect the shipment and check for signs of damage
 | Check for the following:* Crushed carton
* Wet or leaking cartons
* Opened boxes
* Torn stretch wrap
* Toppled pallets or stacks
* Missing boxes
 |
| * Count the pallets & cartons
 | Be sure to include the number of cartons received. If the shipment consists of pallets be sure you indicate the number of pallets received. |
| * If there is a carton count, such as 2 pallets said to contain 20 cartons, count the cartons
 | Do not just sign for the pallets, or else you will not be able to claim any missing cartons later. |
| *The driver is responsible for delivering the load in the same condition as shipped.* |
| **If there is any loss or damage** |  |
| * Tell the driver and note the exception(s) on the Delivery Receipt.
 | Note ALL exceptions. Be as detailed as possible.. |
| * Ensure that the driver signs the Delivery Receipt validating that the exception exists.
 | If the driver refuses to sign the delivery receipt with the exception, call the company that sent you these instructions and advise them.  |
| * DO NOT sign a freight bill with “subject to inspection”
 | This will not stand up during the claim negotiations.  |
| * If the short or damaged shipment is a temperature control load or food product, contact us before unloading the shipment
 |  |
| * Take photos of the damage and packaging.
 | If the shipment is damaged while in the truck take pictures before, during and after unloading. |
| * If the cartons are open or torn, tell the driver you need to count the contents
 | If he refuses to be there during the count, call the company that sent you these instructions and advise them. |
| * If you do not agree with the driver’s comments on the freight bill, **DO NOT** sign it.
 | Signing the freight bill indicates that you agree with the driver and his comments. |
| * Do not destroy the packaging or the product
 |  |
| * Call or email us as soon as possible.
 |   |

*As a final note, it's always better to provide more evidence and data than not enough.*

Any delay in notifying the driver/carrier of any shipping exceptions may result in their declination of a future claim.

**If you have any questions or there are any delivery exceptions, immediately contact us at:**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­\_\_\_\_\_\_\_ Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_