



CLAIMS PROCEDURE

NOTED DAMAGE OR SHORTAGE CLAIMS

- ✓ Note damages and shortages on the delivery receipt. Be descriptive and include a good count.
- ✓ Ask the driver to call in to the OS&D Department for an exception number.
- ✓ Take pictures of the damages and of the load in general.
- ✓ Write, **"Subject to count and inspection"** on the delivery receipt if you do not have the time to break down and open all boxes.
- ✓ Call Advantage Customer Service to report damages or shortages AND scan and email a copy of the delivery receipt.
- ✓ You may reject the entire order if more than 50% of it is damaged, or you may reject only the damaged units.
- ✓ If you accept the damaged material, you must store it in its original condition for 60 days or until Advantage gives you a disposition.

CONCEALED DAMAGE CLAIMS

- ✓ Concealed damage must be reported to Advantage within 5 calendar days of receipt.
- ✓ Notify carriers OS&D Department immediately of PRO number and damage count.
- ✓ Take thorough pictures of the damage.
- ✓ Call Advantage Customer Service to report damages, shortages.
- ✓ Hold the damaged material in its original condition for 60 days, or until Advantage gives you a disposition.

UPS / FEDEX DAMAGE OR SHORTAGE CLAIMS

- ✓ Cartons containing obvious damage should be rejected. If in doubt, reject it.
- ✓ If you are accepting less than the total quantity, you must sign for the number of packages you are accepting ONLY.
- ✓ Write down all the tracking numbers. Be sure to note which tracking numbers were refused, shortage, or damaged.
- ✓ Call Advantage Customer Service to report damages, shortages, etc.
- ✓ Hold the damaged material in its original condition for 60 days, or until Advantage gives you a disposition.