



AIR SYSTEM COMPONENTS

Loss and Damage Freight Claim Procedure and Policy

1. Air System Components will file loss and damage claims with all carriers, including Fed Ex, Menlo, BAX, and UPS.
2. The **CONSIGNEE MUST ACCEPT ALL SHIPMENTS**. Damages, losses, and shortages **MUST** be noted on the Delivery Receipt or Proof of Delivery for **all** carriers. The Delivery Receipt/POD must also include the **SIGNATURE OF THE CARRIER'S DRIVER**.

If notations regarding the damage, loss, or shortage are not made on the delivery receipt at the time of shipment, the carriers have the right to decline the claim. A delivery receipt, on which the damage, loss, or shortage is not made, will be considered concealed damage. The ASC Traffic Department will not issue credit for concealed damage. The information will be forwarded to your account managers for consideration and resolution.

The Proof of Delivery (Delivery Receipt) **MUST** accompany the Loss and Damage Claim form. If the POD is not sent in with the ASC Claim form, the claim will not be processed.

Any notation regarding quantities of damage, comments regarding liability, or packaging issues will restrict ASC's ability to negotiate a settlement with the carrier and should not be included on the Delivery Receipt. Carriers in general will not recognize blanket notations, i.e. "Subject to inspection and count" unless a notation regarding the damage or the condition of the shipment is included.

ASC plants wrap their shipments in blue shrink-wrap. Shipments that arrive with clear shrink-wrap indicate that the carrier may have repackaged it. Also, photographs showing the condition of the shipment on the carrier's truck or showing the damage are very helpful. Comments regarding the condition of the packaging are also helpful, i.e. crushed, opened, torn, missing, etc.

If a damaged shipment is delivered and for some reason the damage is not noted at the time of delivery, the consignee must contact the delivering terminal to advise them of the damage the same day the delivery is made or immediately the next morning for late deliveries. They should ask for the OS&D clerk or manager and request an inspection. If the person they speak to at the terminal tells the consignee to file a claim, they need to make note of the person's name and the telephone number and possibly an OS&D confirmation number.

3. **CLAIMS WILL NOT BE FILED FOR FREIGHT THAT HAS BEEN REFUSED.** Carriers will not honor claims for freight that has not been received and the damage properly notated. ASC will not issue credit for any shipment that has been refused. ASC is also not responsible for any storage charges that accumulate due to refused freight.

When the consignee does receive refused freight they still have to make notes on the delivery receipt. The rep. may request to accept freight refused by their customer at their own expense. When shipment is delivered after re-consignment a note regarding the damage or shortage must be made.

4. All original packaging material (including cartons, skids, and interior packaging) as well as the damaged product **MUST BE HELD AT DESTINATION AND MADE AVAILABLE FOR CARRIER INSPECTION AND/OR SALVAGE** until the claim process is complete.

**** Failure to keep the damaged material can result in the claim being denied. ****

Note: Damaged freight and packaging cannot be removed from the delivery location or placed outside until the inspection is complete. Once the inspection is complete, the shipment may be moved with the carrier's permission.

5. Claims **must** be initiated by faxing or e-mailing the **completed** ASC Loss and Damage Claim form with the properly noted Delivery Receipt and any support documents to:

Carol Schaefer
Traffic Department
Air System Components
1401 N. Plano Road
Richardson, TX 75081
E-mail: cschaefer@airsysco.com
Telephone: 972-301-9685
Fax: 972-301-9685

The form is located on the Tuttle and Bailey website: www.tuttleandbailey.com.

CLAIMS RECEIVED WITHOUT A PROPERLY NOTED DELIVERY RECEIPT WILL NOT BE PROCESSED AND CREDIT WILL NOT BE ISSUED BY ASC.

6. Claims are to be sent to ASC within **7 business days** of receiving the shipment.

In the case of non-delivery or lost freight, please allow the carriers a minimum period of 7 business days to locate and deliver the missing shipments. If a lost shipment is located, please notify your account manager immediately in case the replacement order can be canceled at the plant.

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7. Fed Ex, Menlo (Emery), and BAX claim procedures are the same as the LTL carriers, with the exception of the following:
 - a.) Claims must be filed with ASC within **5 business days**; all of these carriers have strict limitations on the time allowed to notify them and file claims for damage and/or losses.
 - b.) When a Fed Ex, Menlo, or BAX shipment is refused due to damage, the carrier will usually deliver it back to our plants. ASC will not issue credit for refused shipments that arrive at our plant without prior notice. To notify ASC, please fill in the ASC Loss and Damage claim form so we can file a claim with the carrier.
 - c.) The consignee must notify Fed Ex immediately of any concealed damage. Fed Ex will issue a call tag and pick up the damaged product for inspection. Once Fed Ex is notified, please process the ASC Loss and Damage claim form and we will process the claim.
 - d.) Although the drivers for these carriers usually do not have the same kind of delivery receipt as an LTL drivers, the consignee is still required to note the damage or shortage on the driver's manifest. The notation can be made in the signature area of the manifest. If the consignee cannot get copies of the signed manifest from the driver they can be obtained from the carrier's customer service.

8. CONCEALED DAMAGE or SHORTAGES

If the shipment appears to be in good condition, i.e. the blue shrink-wrap is intact, the cartons do not appear to be damaged or the damage/shortage is apparent only after breaking down the shipment, it is considered concealed damage/shortage. **A claim form will still need to be filed with the ASC Traffic Department.** If the amount of the concealed damage is **\$100.00 or more**, please provide photos of the damage and the packaging. ASC will forward all information to your account manager if a claim cannot be processed with the carriers. ASC will confer with the carrier regarding package damage vs. internal product damage. We need pictures of damage product and packaging to determine fault before credit is issued.