



AIR SYSTEM COMPONENTS LOSS & DAMAGE CLAIM FORM

ASC's goal is to file your claim as quickly as possible and collect the total amount.
The more complete information that you can provide, the better our chance to be successful.

CARRIER MUST BE NOTIFIED WITHIN 15 DAYS OF ANY DAMAGE OR LOSS

THIS CLAIM FORM IS FOR DAMAGES OR SHORTAGES DUE TO CARRIER NEGLIGENCE OR LIABILITY ONLY. PLEASE CONTACT YOUR ACCOUNT MANAGER FOR SHORTAGES NOT SHIPPED BY THE PLANT, ANY MANUFACTURING ERRORS, OR REPLACEMENT PRODUCTS REQUIRED.

Sales/Factory No. _____ Invoice No. _____
 Customer PO# _____ REPL Order No. _____
 Date Filed _____
 Carrier _____
 Carrier Pro or F/B No. _____
 Date Inspection was requested: _____ Confirmation # _____
 Date Carrier was notified of damage, loss, shortage: _____
 Carrier Contact Name: _____ Phone: _____
 Product is available for inspection/pickup/salvage: Y N
 Explain if NO: refused and returned due to damage _____

Mail Claim To: Air System Components-Freight Claims
 Attention: Jane Blackburn
 885 E. Collins Blvd. #110
 Richardson, TX 75081
 E-mail: jblackburn@airsysco.com
 Telephone: 972.238-3057
 FAX: 972-238-3058

ASC's Credit Department is only able to give credit based on what is collected from the carrier. Providing the support documents and contacting the carrier within 15 days of delivery and prior to submitting the claim for damages, both visible and concealed, is the customer's responsibility and necessary for a successful claim. Contact us any time for assistance.

Ship Date _____ Rec'd Date _____
 Vendor Krueger Titus Rickard
 Penn/Barry Tuttle & Bailey
 Originating Plant _____

Claimant Contact Information		
Rep. Name		
Mailing Address		
City	State	Zip

Indicate the supplied documents and type of claim being filed:

<input type="checkbox"/> POD/BOL/Packing list	<input type="checkbox"/> Lost/Shortage
<input type="checkbox"/> POD noted	<input type="checkbox"/> Visible Damage - include photographs
<input type="checkbox"/> Carrier Contacted	<input type="checkbox"/> Concealed Damage - MUST INCLUDE PHOTOGRAPHS
<input type="checkbox"/> Copy of Original Invoice	<input type="checkbox"/> Other (Explain) _____
<input type="checkbox"/> Inspection Report	<input type="checkbox"/> Inspection # _____

Claims must be supported by a detailed statement showing Line Item Number, Number of Pieces, Part Number, Description of Product including size as shown on invoice, and Description of Damage. Specifically describe inner packaging, outer packaging, and contents at time of delivery.

Line Item #	No. of Pieces	Part No., Name & Description of Product Damage	Damage Description of Inner & Outer Package	Describe Package Condition/Materials

- 1) Claims will not be processed unless a legible copy of the consignee's notated delivery receipt is included when submitting this form. Claims for carrier caused shortages and lost shipments must also include a copy of the delivery receipt if available, bill of lading and packing list if the shipment was not received. Failure to include any of the above information will delay the settlement or cause denial of your claim by the carrier.
- 2) Claims cannot be filed for LTL shipments that have not been properly received and inspected by the carrier. DO NOT REFUSE SHIPMENTS. Sign Delivery Receipt for damage and shortages, notify the carrier for an inspection for visible and concealed damages, and submit your claim to ASC. Record the inspection or confirmation number and note the name of the person you spoke to and contact phone number. Keep all products and packaging until the claim is settled with the carrier. Failure to do so may jeopardize your claim. Refusing the shipment may compromise our ability to file a successful claim on your behalf.
- 3) Contact the carrier immediately in case of concealed damages for an inspection report (if the carrier is not contacted within 15 days, the carrier will deny your claim and ASC will not be able to give you credit). Follow up in writing, conducting your own investigation and provide ASC with that notification letter. After 15 days, without notice verification, the claim will be denied. It is recommended to provide photographs for all damaged products and packaging and photographs MUST be submitted for all concealed damage claims.
- 4) Any information that will assist ASC in successfully filing this claim is required. Provide any photos and/or a description of the condition of the packaging; i.e. the color of the shrink-wrap or the condition of the freight before unloading.
- 5) Only include one shipment per claim. Do not submit any claim form with multiple carriers or PRO numbers.
- 6) Do not submit duplicate claims for any shipment.

Remarks: _____ Contact _____
 _____ Telephone _____
 _____ Fax _____
 _____ E-mail _____

PLEASE NOTE: REPLACEMENT ORDERS FOR LOST AND/OR DAMAGED PRODUCT WILL NOT BE PROCESSED BY THE CREDIT DEPARTMENT. TO ORDER REPLACEMENTS PLEASE CONTACT YOUR ACCOUNT MANAGER.

*****PLEASE NOTE: For Penn/Barry, ASC will only file claims for BAX, Fed Ex, UPS and UPS Supply Chain. Claims for LTL/Truckload carriers are the responsibility of the Rep. or the consignee.**

- 1) Air System Components will file Loss and Damage claims with all carriers. FedEx and UPS claims must be received and acknowledged within 7 calendar days of receiving shipment. All other claims must be submitted to ASC within 7 business days of receiving the shipment. ASC will not process claims for customer pick up or shipments moving on carriers designated by the representative or consignee.

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- 2) ASC will not file any claims or issue credit for shipments that have been refused for any reason. All shipments must be accepted at destination. If the consignee cannot or will not receive the damaged freight, it should be reconsigned to the representative's facility for inspection. ASC will not accept any damaged material that is refused and returned to our plant without the proper RGA (please contact your Account Manager). ASC will not be responsible for any charges accrued on freight that has been refused.
- 3) Detailed notations regarding the condition of the shipment must be made on the delivery receipt at the time of delivery and must include the driver's signature. If the damage and/or shortage is not notated, at the time of delivery, it is considered "concealed." If the notation, "subject to inspection and count" is written on the delivery receipt, the carrier must be notified within 24 hours of delivery regarding the condition of the shipment. If they are not notified, the damage or shortage is considered concealed and the carrier will not honor such claims. Immediately contact the OS&D (overage, shortage & damaged) clerk at the carrier's local terminal. The driver can provide contact information. To ensure the carrier has documentation regarding the shortage or damage, you must follow up the telephone call with written documentation. This written communication should be included with your ASC claim form.
- 4) All damaged freight and packaging must be held at the destination until the claim is settled with the carrier. The carrier may not honor the claim if the product is discarded. The carrier is entitled to product when the claim is settled. ASC will only issue credit in the amount received from the carrier.
- 5) For lost shipments, please allow the carrier a minimum of 48 hours to locate the shipment before placing your replacement order. If the original shipment is delivered, please contact your Account Manager immediately so the replacement order can be cancelled at the factory.
- 6) Freight claims will only be initiated when the complete ASC Loss and Damage claim form and the appropriate documentation is received. All claims for damaged product and shortages must be accompanied by a copy of the consignee's delivery receipt. Claims received without the properly notated delivery receipt will not be processed and credit will not be issued. Claims received without the sales order/ factory order number cannot be processed.
- 7) Concealed damage **MUST** be reported to the carrier within 15 days. Claims **MUST** be supported by photographs.
- 8) Denied claims for concealed loss or damage can be reported to your Account Manager for credit resolution.
- 9) Please do not fax photographs of the damaged material. If you are including photographs with your claim, they should be e-mailed or sent by mail to insure the integrity of the photograph is maintained.
- 11) When completed please send the freight claim and appropriate documentation to:

Air System Components - Logistics Department
Attention: Jane Blackburn, Freight Claims Coordinator
885 E. Collins Blvd. #110
Richardson, TX 75081
E-mail: jblackburn@airsysco.com
Telephone: 972-238-3057
Fax: 972-238-3058

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