



UPDATED FREIGHT CLAIM POLICY AND PROCEDURES

Shipping: We will ship per the customer's instructions. If a freight carrier is not specified, we will choose the best possible means of transportation.

Crating: World Wide Sign Systems Inc (WWSS) ships all signs with crating that meets or exceeds transportation industry standards for common carrier shipments. WWSS also photographs all products prior to shipping in order to ensure and document the condition of the product. Once our product has been received and signed for in good condition by the carrier as acknowledged by the bill of lading, our responsibility for this shipment has now ceased.

Claims: Although WWSS is FOB Origin, (title of our product passes to the customer when the shipment leaves WWSS dock), WWSS will file freight claim providing customer follows all steps below to ensure positive resolution. The customer is responsible for immediately opening crate to inspect for concealed damage. WWSS must be notified within five (5) calendar days (including weekends and holidays). **Once WWSS has been informed of the freight damage, communicate if repair or replacement is needed.**

RECEIVING PRODUCT IN/FILING A FREIGHT CLAIM:

WWSS IS WORKING WITH EVANS TRANSPORTATION SERVICES, A 3PL LOGISTICS COMPANY TO PROVIDE SUPERIOR FREIGHT SERVICE IN DELIVERING YOUR SIGNAGE. IN THE EVENT OF A FREIGHT CLAIM PLEASE FOLLOW BELOW INSTRUCTIONS AND REACH OUT TO YOUR SALES PERSON FOR QUICK PROCESSING AND RESOLUTION.

Important Shipment receiving Instructions:

- Inspect the shipment for visible damage/and, or shortages before signing any form authorizing receipt of shipment.
- If damages/shortages do exist, Take photos of the damage. Damages must be noted on the BOL/Freight Bill by the person receiving in product (NOT THE DRIVER!) and should be noted as either "Rejected damaged load" or "Load damaged in transit". **Do not sign "Subject to further inspection"**.
- If product has been delivered prior to noticing damage, contact WWSS **IMMEDIATELY** to report damage. There is a maximum of 5 days allowed after receipt of product. **FAILURE TO CONTACT WWSS PRIOR TO THE 5 DAYS ALLOWED WILL RESULT IN RESPONSIBILITY OF CLAIM FALLING BACK ON CUSTOMER WITH POSSIBLE MONETARY LOSS ON CLAIM.**
- Notify your WWSS Account Representative immediately as to the course of action that was taken. If the product has been refused notify WWSS ASAP.
- When contacting WWSS please have BOL number and your Customer PO available.

When initiating a claim please include the below:

- 1.) Pictures of the damaged product. (if any)
- 2.) Current location of the damaged product.
- 3.) Contact name and phone number should the carrier wish to inspect the damaged product. The inspection would need to be done **before** the product is repaired, moved or scrapped.
- 4.) Copy of the invoice for all the product that moved on this shipment.
- 5.) Quantity, item number, description and weight of the damaged product.
- 6.) Can the damaged product be repaired?
- 7.) If the product has been refused, the carrier will need to know the disposition.