



FREIGHT CLAIMS & DAMAGE

Freight Claims

PRODUCTS DAMAGED IN SHIPPING

Our goal is to work with you to ensure that every claim related to freight damage is placed with the appropriate party and is fairly negotiated. If proper steps are followed, freight claims can be easily and fairly negotiated. Without following the proper process, freight lines will not honor a claim. Remember, when it comes to a claim for products damaged in shipping, the claim is against the freight line, not the Manufacturer. We cannot help you recover a loss without proper implementation of good receiving and inspection policies and proper claim processes.

Freight line damage can be segmented into three groups.

1. **Obvious Damage** – Product should not be received if there is obvious damage. In the case of obvious damage, do not receive material. Simply refuse the shipment and note on the delivery ticket “shipment refused, due to damage”. Be even more specific in describing the damage if possible – every detail helps. Make sure you keep a copy of the receipt and the driver has a copy with your notation on it. Any doubts at all, please contact us at time of delivery.
2. **Possible or Suspected Damage** – Practically every shipment can have cause for suspicion that damage may be present. There could be dirty or torn packaging, broken or crushed core or crate, indentations in the rug or carpet. These are all reasons to suspect damage. You must document your suspicion on the delivery receipt. Write on the delivery receipt what you see (i.e. “torn and dirty wrapper, possible damage, subject to inspection”). Without a notation of suspected damage, you are receiving your shipment free and clear, and thus waiving your freight claim rights. It is possible that the freight line will ask that you inspect the shipment during the delivery if you suspect damage – please notate it on the Bill of Lading. This will save everyone time and money in the long run by dealing with the issue at that moment. If you do inspect at that time, and you notice damage, effuse the shipment. If you do not inspect the product at the receiving time, you are waiving your freight claim rights.
3. **Concealed Damage** – Occasionally you will inspect the product and receive it free and clear, but later when you open the packaging you will find “concealed damage”. Concealed damage may be from several sources, such as a broken core that punctured the product, water or grease that has seeped in a hole or tear, or an abrasion from the handling process at the freight lines. A claim can be made when concealed damaged is present, but it must be reported within certain time restraints. Because each freight line has different policies, ***we recommend you open and inspect your packaging within 48 hours of receiving the shipment.*** Outside this time frame, there is no recourse against the freight lines. Concealed damage claims have different rules for settlement than obvious or suspected damage. We will do all we can to help negotiate a claim when we are properly notified (our ability to help will vary depending if the shipment is prepaid or collect)

Damaged Cores / Crates

The most recurring freight damage problem has been material damaged due to broken cores or broken crates. Our research indicates three main reasons for broken cores: 1) fork lift poles that are too short to support the length and weight of the carpet, 2) Forklifts that are driven too fast, causing the carpet to bounce and subsequently to break the core, 3) use of unloading equipment other than carpet poles or proper forks for crates.

In many cases shipments are received “free and clear” when the cores are broken in many places. Broken cores can create creases and marks in the carpet. In some cases this makes the material unusable. This is not hidden or concealed damage. Any evidence that the carpet is limp or has a sharp angle should be noted. Any crate that is broken, falling apart and has carpet exposed, needs to be inspected at time of delivery.

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