



FREIGHT CLAIM GUIDELINES

Unless otherwise agreed in writing prior to shipment, Customer shipments travel at the Customer's risk. The title passes to the Customer upon delivery to the Carrier.

As we all know, the shipment of material is one element of a sales transaction. Many things can happen to a shipment between the pick-up location and the delivery location. Things do not always go as planned and shipments are occasionally damaged. Therefore, it is important to follow these guidelines and do your part to protect yourself, and us.

1. Your signature on the delivering carrier's freight Bill of Lading without any note of damage or shortage constitutes acceptance of the merchandise "as is" and "in good order".
2. Compare the delivered material with your Order: On receipt of shipment, please verify the material is what you had ordered. If it is not the same, or the quantity is different please immediately contact your salesperson at Aquabella.
3. Inspect the integrity of external packaging: On arrival, inspect the shipment immediately for obvious signs of damage. Note any shortages and/or damage on the Bill of Lading (BOL) / Proof of Delivery (POD) presented to you by the driver. It is necessary to note the precise nature and extent of damage on the BOL / POD. Writing "Subject to Inspection" or "Possible Damage" is not specific enough and not considered valid to process a freight claim. Make a copy of the BOL / POD document, take a few photographs as proof of damage, and promptly email the same together with the Aquabella Freight Claim Form to your salesperson at Aquabella.
4. Suspicion of Damage: If there is the slightest doubt that the merchandise is damaged (concealed or not) you should open the packing to verify. Note any damage on the BOL / POD, or the liability to prove that the delivering carrier caused the damage becomes your responsibility.
5. Damage not noticed at delivery and discovered later is Concealed Damage. National Motor Freight Traffic Association (NMFTA) has allowed five (5) business days to report concealed damage. Carriers may reject any claims for concealed damage not reported within 5 days of delivery.
6. Filing a Claim for Concealed Damage: In the event of concealed damage not noted on the BOL / POD, and if it is pre-paid freight, you will need to file a claim with Aquabella. Our company in turn will file a claim with the delivery carrier. You will be liable to pay Aquabella for the Invoice for the material. We will credit your account or refund you the money when the delivering carrier pays the claim to us.
7. Do not discard damaged material: The delivering carrier may want to inspect the material or may want to salvage the damaged material to minimize the claim amount. Hold all the damaged material, and their packaging materials in the condition received at the delivered location for inspection by the carrier.
8. Claim Form: Please use the attached Aquabella Freight Claim Form to report freight claims to Aquabella. Attach with a the copy of the BOL / POD with the note about the damaged material, photographs, and any additional details.