



Hopkins understands that dealing with freight and damage can be frustrating and unfortunate. Here are a few tips to help put you in the best position to receive compensation from the carrier on a claim.

Perform a damage inspection BEFORE signing the Proof of Delivery (P.O.D.) receipt. Your signature constitutes receipt of goods and acceptance of the freight 'as is' and in good order. If you do not inspect before signing you are, for all practical purposes, waiving "our" mutual right to collect a damage claim no matter if the damage is visible or "concealed".

1. INSPECT DELIVERY: Inspect, examine, and inventory count your delivery:

- If there are any signs of visual damage or shortage, take pictures of skid, damage to packaging, and damage to the product.
- Open the packaging while the driver is present. Make notations on the P.O.D. receipt including:
 - i. Describing the damage
 - ii. What specific items (if multiple parts)
 - iii. How many were damaged or missing of each part.
- Do not sign P.O.D. until after notations are made. Driver must sign the P.O.D. acknowledging the damage. Make a copy for your records.

2. CONCEALED DAMAGE: If you see shipping damage AFTER the P.O.D. was signed clear:

- Follow the steps from #1 above (taking pictures, documenting, saving defects, and packaging)
- Separately, contact the carrier claims, in writing, within 5 calendar days of delivery.
- Get evidence of the notification thru email to document timing of contact.
- At this point, you accepted the shipment and you must prove the damage was done by the carrier.

3. REMEMBER:

- All damage is to be reported within 5 days. Carriers have 30 days to acknowledge a claim filing.
- Damaged parts and original packaging must be saved and made available for inspection by the carrier or Hopkins until the claim has been settled.
- You are receiving a custom manufactured graphic. Due to production timing and material availability, it is in your best interest to accept the shipment and determine how many parts are salvageable and damaged after an inspection.
- Marking "Subject to Inspection" or "Possible Damage" isn't valid for a claim.

4. FILING A CLAIM:

- Hopkins files the claims for shipments Hopkins arranges OR ship prepaid.
- CLIENT files the claim for concealed damage, client arranged shipments OR ship collect.
- Send damaged counts and applicable details below to your Hopkins Account Executive ASAP. We'll work up a estimate for replacement parts.

INFO TO BE COLLECTED FOR CLAIM

- Completed Claim Form (carrier specific)
- Original Commercial Invoice
- Original Bill of Lading
- Signed Proof of Delivery (P.O.D.)
- Pictures of damaged goods and skid
- Carrier inspection report (if applicable)
- Carrier freight bill (proof of payment)
- Provide damage counts to figure a max value the carrier is liable for.
- Packing slip (if available)