



SHIPPING AND FREIGHT CLAIMS

ACS - 05

BILL OF LADING

When the driver or freight agent signs a bill of lading upon pickup at the ARGESAN warehouse, the originating common carrier acknowledges the receipt in good condition of the number of packages listed. ARGESAN packaging undergoes testing to withstand normal shipping hazards.

DELIVERY AND INSPECTION

➤ Upon delivery, the consignee must be provided with the opportunity to inspect the condition of the delivered goods and note any damage on the carrier's delivery receipt. A signature on a delivery receipt is not only a confirmation of the delivery service performed but also an acknowledgment and confirmation by the receiving party of the condition of the goods delivered.

➤ Before signing the delivery receipt, the receiving party should inspect all delivered packages/cartons/pallets:

- Regardless of the care taken in packing ARGESAN products, upon receiving the merchandise, it may become apparent that during transit the carton has been dented, torn, unstapled, re-taped, or there may be other indications of possible damaged or missing merchandise. Additionally, the number of cartons may be less than the total shown on the carrier's delivery receipt and the consignee memo copy. In either case:
 - On the delivering carrier's receipt and on the consignee memo copy (to be retained by the consignee), the person signing the receipt for the shipment should list any missing cartons and describe any damage to cartons; also, describe actual damage to merchandise if known before the driver leaves.
 - Any carton that has been dented, torn, unstapled, re-taped, etc. should be opened immediately, and the merchandise inspected for possible damage, preferably in the presence of the delivering truck driver. This also applies to any cartons containing mirrors or other fragile items that the receiving party believes may be damaged.
 - Take pictures of any damaged items before the driver leaves the premises, if possible.
 - The delivering truck driver will sign the carrier's delivery receipt and the consignee memo copy on which exceptions have been noted.
 - Whether or not the delivering truck driver cooperates by waiting for the opening of cartons, follow the procedure in the "Reporting Damage Section." If the driver does not cooperate, note on the delivery receipt "Driver Will Not Allow Inspection." Immediately contact info@argesanusa.com with as much detail as possible.
 - If there are missing cartons, the customer should promptly notify the delivering carrier's local office by telephone; there is a possibility that missing items have been delayed in transit or delivered to the wrong consignee and are in the carrier's terminal awaiting correct delivery instructions.
 - A notation of "Subject to Inspection" is not considered a valid notation of loss or damage and is considered signing free and clear of damage. Failure to properly document damage will very likely result in denial of the claim.

DELIVERY AND INSPECTION

➤ Documentation of damage to goods, whether occurring before or after signing the delivery receipt, can be preserved through various means:

- Taking photos, conducting surveys, and performing inspections, among other methods, should be completed within a reasonable timeframe (preferably within a month), with the determination of reasonableness based on the facts and circumstances.

- Contact the delivering carrier and request an inspection of the damaged goods. Using ink, note the date and the name of the person spoken to on the back of the consignee memo copy. If the carrier does not plan to conduct an inspection, document "Inspection waived." If an inspection is scheduled, record the date set by the carrier. If, after a second phone call, no inspector arrives, make a note of this. If an inspection occurs, retain or make a copy of the inspector's report.

- While awaiting carrier inspection, the consignee must maintain the shipping container and its contents in the condition they were in when the damage was discovered, as far as possible and safe, and preserve the chain of custody of the article. If maintenance is not possible, take pictures before disposal.

➤ If any exceptions were noted on the delivery receipt given to the driver, and if ARGESAN selected the originating carrier, promptly send an email within the same day to info@argesanusa.com. We will respond within 24 hours. Include in the email:

- Consignee Memo copy with exceptions noted
- Pictures
- Carrier's Inspection Report, if any

If you need to discuss your issue with us, you can call ARGESAN's customer service at +1 312 896-7104, although most claims can be handled via email, providing ease of reference and record retention.

CONCEALED DAMAGE

➤ If no exceptions are documented on the delivery receipt, but damage to the merchandise becomes apparent after the driver has left the premises, it is referred to as "Concealed Damage." As a precautionary measure, promptly open and inspect each package. Should any damage be identified, retain all packaging materials and contents until after an inspection by the delivering carrier.

➤ Concealed damage must be reported within 5 days of receiving the shipment; otherwise, the carrier will deny any subsequent claims.



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LIMITATIONS

- Claims for merchandise marked as "Signed Damaged or Missing" on the proof of delivery cannot be processed by ARGESAN if submitted after 9 months from the date of delivery receipt. It is the responsibility of the consignee to promptly notify ARGESAN of any damage or missing items immediately upon receipt and signing. Consignees are not obliged to file claims for damaged or missing shipments dispatched via ARGESAN's freight account, unless explicitly directed by a ARGESAN representative (refer to bullet #4).
- Claims for "Concealed Damage" must be reported within 5 days from the date of receiving the shipment, following the guidelines set by the National Motor Freight Traffic Association (NMFTA).
- If merchandise is claimed as damaged, it should be kept as salvage until instructed otherwise by ARGESAN. Failure to retain salvage may result in the denial of the claim.
- In the case of shipments made under the customer's account, it is crucial for the consignee to file claims for damage or loss directly with the delivering carrier rather than ARGESAN. If such a situation arises, ARGESAN is willing to offer assistance in every possible way when you file your own claim.