



## About This Helpful Hint

This "Helpful Hint" is to help you recover lost dollars due to freight damages or defective material.

## For Your Protection

The carrier who delivers merchandise to your door is responsible for loss and damages. Acceptance of the shipment by the transportation company is acknowledgement that the articles/

packages picked up or delivered to them, were in good condition and properly packaged.

## Handling Damages And Shortages With A Transportation Company:

### Visible Damage:

- Have delivery person note on freight bill the nature and extent of damages.
- Notify the transportation company's office immediately and ask to have it inspected.
- File claim for damages at once. In filing a claim with the transportation company you may:
  - Make a cash adjustment for full value;
  - Arrange to have repairs or rework made;
  - Replace the merchandise.

### Concealed Damage:

- If the damage is noticed when merchandise is unpacked, notify transportation company's office immediately and ask to have it inspected.
- Do not destroy or discard material(s) until shipment is inspected and claim is settled.

### Shortages:

- Check number of cartons delivered with the quantity shown on your receipt and/or packing slip.
- If quantities do not tally, have the driver note any shortages on the freight bill. Carrier should locate and deliver any shorted item within several days or advise alternative measures that should be considered. If missing items do not show up in a few days, call the transportation company and file a claim; also advise us of the problem and the freight claim and we will work with you to cover any material needs.
- All shortages must be reported within ten (10) days of receipt.

### Important:

- All claims for loss or damage should be filed immediately with the transportation company making delivery to your door. Then notify us and we will mark our records accordingly. Should you need assistance with the claim, we will be glad to help.

### Note:

- Do not return damaged merchandise to Gaska Tape, as most transportation companies will want to pick up merchandise after settling the claim.

## Handling Defective Merchandise

Contact your Gaska Tape sales person:

- The Gaska Tape sales person will determine whether or not a visit is required or if a sample should be returned for evaluation.
- To speed up the evaluation, please provide the following information to the sales person upon initial contact. The information can be found on the label attached to the container, material or packing slip.
  - Order number and P.O. number;
  - Description of merchandise;
  - Quantities received;

- Quantities rejected;
  - Batch number/ operator number.
- If you have more than one container, check other containers to make sure the above information applies to all merchandise, as different batches are unlikely to be defective.
- Within five (5) working days after receipt of samples and/or sales persons visit, if material is found to be defective, a return goods authorization (RGA) number will be given to return defective merchandise.

# Freight Damage & Defective Material

## Helpful Hint #4

### Handling Defective Merchandise *Continued*

#### Important

- Return goods should not be returned without prior authority. All returns not having an RGA will be refused.
- All authorized shipments returned for credit or exchange when the error is not ours may be subject to the following:
  - A 15%-20% restocking charge.
  - Merchandise must be returned freight prepaid.

- All material returned to Gaska Tape must be repackaged in the original container or container of similar quality to prevent freight damage. Otherwise, Gaska Tape will reserve the right to refuse the material.

Please feel free to contact us if you have questions or comments.



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