

## **RECEIVING DURAVENT GROUP SHIPMENTS**

Below are the requirements to assist in accepting delivery of our shipments. These will make filing of claims and shortages easier for all involved. Please reach out to customer service at [customerservice@duraventgroup.com](mailto:customerservice@duraventgroup.com) within 5 business days of delivery with any of the issues listed below.

### **LTL Shipments**

1. Upon receiving a shipment that Duravent Group arranged freight for (collect shipments do not apply) please:
  - a. Verify the total count noted on the BOL/receipt and note any discrepancies on
    - i. Number of pallets
    - ii. Number of loose cartons
  - b. Inspect the shipment for any visible damage.
  - c. Verify the shrink wrap is still intact on all pallets.
2. When signing for the shipment please:
  - a. Note all shortages and damages on the bill immediately.
  - b. Product should not be refused except for a safety concern. Please contact us before refusing any material.
  - c. Note on the BOL/receipt if the shrink wrap is still intact.
3. When receiving a damaged LTL shipment, Duravent Group will file the claim with the carrier if the following criteria has been met.
  - a. Requests for claims should be submitted as soon as possible (within 5 days) after the shipment is received. The claim should include the following:
    - i. Copy of the signed BOL/Pack Slip showing it was signed “damaged”. (Example below.)
    - ii. Photographs (3-4) of damaged cartons, pallets/skids, and product. (Example below.)
    - iii. Some carriers will want to send a representative to see the damage before settling the claim. This will require you to set aside the damaged products. *Do not dispose of the products until advised.*
    - iv. Duravent Group will communicate the outcome of your claims through your Customer Service Representative.





### **UPS/FedEx/DHL Small Package Shipments**

1. When receiving small package shipments please:
  - a. Verify the total number of packages delivered.
  - b. Note any shortages or damages immediately and then contact your Customer Service Representative.
  - c. Supply Customer Service Representative your tracking number and a picture of any damage.
  - d. Your request for credit will be accepted if received within 5 days of receipt.
  - e. A credit will be issued to you by Duravent Group and your Customer Service Representative

### **Inner Pallet Damage**

1. A credit request for Inner Pallet Damage can be filed with your Customer Service Representative within 5 days of receiving your shipment. Inner Pallet Damage would apply when the pallet was unloaded, and no damage to the outer packaging was visible. Pictures of the damaged product are required to receive credit.

### **Lost Shipment**

1. If a shipment never arrives at our customer's dock, a Carrier Lost Shipment claim can be filed with your Customer Service Representative. Please allow at least one week for the carrier to locate missing material.
2. A credit will be issued to you for the invoiced amount of the items you did not receive.