FREIGHT DAMAGE AND CLAIMS PROCEDURE

Shortages

1. Compare the number of cartons delivered to the quantity shown on your receipt. If the quantities do not match, have the driver make a note of the shortage and file a claim with the freight company.

Visible Damage

1. If a carton appears to be damaged in any way, open the carton and inspect its contents in the presence of the driver.
2. Note the nature and extent of the damage on the freight bill.
3. **Notify your local Manitowoc distributor.** Request that they inspect the merchandise within 15 days of delivery. Do not attempt to repair the damage.

Concealed Damage

1. If damage is not noticed until the time of installation, contact the distributor and ask to have the equipment inspected.
2. Do not destroy the packing materials until the inspection is completed.
3. These conditions must be met before your claim can be processed by the distributor.

No-fault Freight Claims

Contact your local Manitowoc distributor for all freight damage claims involving participating carriers, with the following exceptions:

1. When the trucking company loses the equipment.
2. When fire destroys the equipment en route.
3. When a traffic accident damages the equipment en route.

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