

Please Read Carefully
**Procedures for Receiving Freight
from United Supply Company**

Thank you for your orders with United Supply Company. Many orders are shipped by Common Carrier due to size. When receiving freight by Common Carrier/Truck Shipment it is very important to note any damages or shortages right away. Failure to do so may result in your claim being denied. The procedures listed below may help you and your staff recognize and document damaged freight.

1. Take a few minutes to visually inspect the freight you have received. The driver is required to give you time to inspect your freight.
2. Make sure there are no dents, tears, bends, broken shrink wrap, re-stacked items, or areas that have been re-taped on your package as any of these may indicate damaged freight.
3. **DO NOT** accept damaged freight unless it is signed for as **"DAMAGED"** or **"SHORTAGE"** and noted on the bill of lading paperwork as described in the USC Freight Checklist.
4. On the signature line of the Bill of Lading sign it as **"DAMAGED"** and put your initials behind it. Or if the driver provides you with nothing to sign, ask them to sign your name as **"DAMAGED"** and include your initials if needed.
5. Letting the driver know verbally that the freight is damaged is not sufficient to initiate a claim for shortages or damages.
6. You **MUST** sign the paperwork as damaged, or the freight company will deny your claim. Insist that the driver to allow you to sign the paperwork as **"DAMAGED"**.
7. If you are asked to sign an electronic device, sign the signature line with the words **"DAMAGED"** or **"SHORTAGE"**.
8. **Take a photo of the Bill of Lading paperwork** showing your legible note stating that there is damage or shortage.
9. Some freight companies will issue an OS&D or Exception Number for damaged freight. Ask the driver if their company does this. If so, make sure to get the number for your records and include it on the space provided on the **USC Freight Checklist**.
10. If you find any concealed damage in your shipment, USC has **FIVE WORKING DAYS** to file a claim with the freight company. Please have your photos of the damaged freight and the Bill of Lading noting the damage associated with your order when contacting USC to report damages.

The **USC Freight Checklist** is also available to download on the USC website:
www.unitedsupplyco.com.

We hope these procedures will help you, our customer, when dealing with damaged freight.
**If the damaged freight is not signed for as damaged and properly documented,
United Supply Company will not be able to assist with trying to file a claim.**

email: customerservice@unitedsupplyco.com

USC FREIGHT CHECKLIST
IMPORTANT: Inspect and Document Your Shipment

- 1 **Count the pieces that arrived in your order.**
Does the number of pieces that arrived match the Packing List? ☐ NO ☐ YES
You must WRITE on the receipt any discrepancies between the packing list and what arrived in the shipment, such as "only 3 of 5 pieces ordered arrived in shipment". Mark the paperwork **"Shortage"**. Verbal notification to driver is not sufficient to initiate a claim for shortages or damages.
- 2 **Are there obvious dents, tears, bends, punctures, or damaged shrink wrap?** ☐ NO ☐ YES
Inspect the packages behind the damaged shrink wrap to see if the package itself is dented or punctured. Take photos of the damage and **DO NOT ACCEPT THE PACKAGE** unless you sign the word **"DAMAGED"** followed by your initials on the Bill of Lading paperwork. Take a photo of the Bill of Lading.
- 3 **Did inspection beyond the shrink wrap reveal actual product damage?** ☐ NO ☐ YES
If there is product damage, write on the receipt the number of damaged pieces and contact USC Customer Service. Include a photo of the Bill of Lading noting damage as well as photos of the damage observed.

If all the above boxes above are checked "No" then sign the delivery receipt.

*** If any of the boxes are checked "YES" then you
MUST sign for as "Damaged" or "Shortage". ***

United Supply Company has arranged for your order to be shipped via common freight carrier. The driver is required to deliver your shipment according to specific delivery instructions. Signing for your delivery without noting on the receipt any damages, missing pieces, or other issues indicates that you have received your delivery in good condition and the freight company and United Supply Company can not to be held liable for any damages or missing pieces.

Additionally, leaving a note and/or instructions for the driver and failing to inspect the delivery is the same as signing for your products in good condition. If you authorize the carrier to leave freight without a signature, United Supply Company will not be held liable for any damages or missing pieces.

If you choose to sign for a visibly damaged item, please note on the receipt that you are signing for a damaged package or crate. Be aware that signing for a damaged crate or package relieves United Supply Company from liability for any damages or missing pieces on the orders accepted by signed delivery.

Carrier _____ USC Order # _____

PRO # / BOL # _____ OS&D/Exception # _____

Customer Service: **1-800-334-1207**
Fax: **1-800-400-1795**



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