






Phone: 800-793-8273

Fax: 419-898-4226

Email: cs@acpo.com

Damage Procedures

PRIOR TO UNLOADING:

- Visually inspect the load.
- Compare information on the carrier delivery receipt (D/R) to the packing slip and BOL, noting any quantity, material or packaging discrepancies and have the driver sign.
- If ANY damage is visible to the shrink wrap, skid, cartons, or rolls, immediately do the following:
 - ✓ Note the carrier delivery receipt "*DAMAGED*" - noting the specific type of damage including quantity and item(s).
 - ✓ Have the driver sign the notation. Obtain a LEGIBLE copy of the accepted delivery receipt and fax to 419-898-4226.
 - ✓ Obtain pictures with a digital camera or even a camera phone.
 - ✓ Contact  Customer Service immediately at 800-793-8273 to advise of the damaged shipment prior to accepting or refusing ALL or PART of the damaged shipment.
 - ✓ Contact the delivering carrier terminal with Pro#.
- Upon accepting ALL or PART of the damaged shipment, a full inspection of each carton or roll must be made within the next 24 hours and  notified of further damage.
- Within 24 hours of receiving damaged material,  will need the following information faxed or emailed in order to file claims with the carrier:
 - ✓ Accepted delivery receipt
 - ✓ Customer PO #
 - ✓ Pictures
 - ✓ Item, Lot Numbers, and Quantities

By following these instructions, we can work together in protecting both parties involved regarding any possible claims. If you should have any questions, please don't hesitate to contact us.