

## **Freight charges and claims are the full responsibility of the party paying the freight.**

- a. "Collect" shipment;"consignee" is responsible for the freight charges or any claims that would need to be filed.
- b. "Third Party Bill" shipment;"bill to" customer is responsible for freight charges and/or any claims that would need to be filed.
- c. "Prepaid" or Prepay/Add" shipment; we, Crown Plastics, are responsible for the freight charges and/or any claims that would need to be filed; however, the receiving party must comply with "customer/consignee responsibility" for an incoming shipment.

## **Crown Plastics Responsibility:**

- 1) Crown Plastics requires all carriers to do a full carton count on all shipments leaving our facility.
- 2) Driver must sign for carton and skid count; not skid only.

## **Customer / Consignee Responsibility:**

- 1) Upon receiving incoming shipment, visually inspect all cartons for damage and verify carton quantities and skid quantities.
- 2) If there are missing cartons, the customer must mark the bill of lading / delivery receipt for the number of cartons short in the shipment, ie. MISSING/SHORT XX CARTONS.
- 3) If there are damaged cartons, it must be noted on the bill of lading/ delivery receipt, ie. DAMAGE TO XX/CARTONS.

## **Concealed Damage:**

- 1) If you find concealed damage, notify Crown Plastics immediately.
- 2) Hold the product in the original carton for the carrier to inspect if applicable.

## **Other Charges:**

Customer is responsible for all additional delivery service charges included but not limited to : lift gate, notify/ call customer, residential delivery, non-commercial delivery, forklift required, resort/lodge delivery, re-delivery and sort charges, etc.

## **Collect Shipments:**

The customer is required to file a claim with the carrier for reimbursement of damaged or lost goods; collect shipments are the chosen carrier of the customer. Crown Plastics has no claim with the carrier.

- a. The customer will file a claim with the carrier; please notify Crown Plastics of claim in the event that we may not be contacted by the carrier regarding damage or loss.
- b. Please advise Crown Plastics if a replacement item is needed.
- c. The customer is responsible to pay the invoice in full.

## **Third Party Shipments:**

1. The bill to customer for the shipment is required to file a claim with the carrier for reimbursement of damaged or lost goods; third party carriers are the chosen carrier of the customer. Crown Plastics has no claim with the carrier.
  - a. The customer will file a claim with the carrier; please notify Crown Plastics of claim in the event that we may not be contacted by the carrier regarding damage or loss.
  - b. Please advise Crown Plastics if a replacement item is needed.
  - c. The customer is responsible to pay the invoice in full.

## **Prepaid & Add Shipments:**

1. Crown Plastics is responsible to file a claim with the carrier for reimbursement of damaged or lost goods, prepaid or prepaid/ add carriers are the chosen carriers of Crown Plastics. However, the customer must follow the requirements of "customer/ consignee responsibility". If the customer does not count the cartons and mark the bill of lading as damaged or short " we have no recourse with the carrier" and the customer is responsible for payment of the invoice in full.
2. If the customer has followed the requirements of customer /consignee responsibility, the customer will not be responsible for the damaged/lost product. If not and proof cannot be provided, the customer is responsible for payment of the invoice in full.