

Freight Claims

Every shipment that leaves Catalina Laboratory Products is inspected for defects prior to shipment and is also packaged to meet National Motor Freight Classification Principles/Standards, however, damages can occur during transit. **It is incumbent upon the receiver to assist in documentation if a freight claim needs to be filed.**

When receiving freight, carefully inspect each pallet/crate for possible damage. In addition, **if skids are stacked, please notate on the receiver "Stacked Pallets"** – this is important since stacked pallets can create concealed damage.

Freight companies automatically reject claims if there is nothing notated, and the delivery is signed for in good condition. Catalina Laboratory Products offers freight as a service, and will issue claims on your behalf, however, if the claim is denied through lack of supporting evidence, replacement pieces will be invoiced by Catalina Laboratory Products and standard payment terms will apply. Please follow these guidelines to help with the claim process:

1. If the freight is accepted with visible damage to the packaging, ensure the delivery driver and the receiver **notate the damage** on the BOL/delivery receipt and keep a copy.
2. **Photograph** the pallet/skid showing the damage to the outer packaging.
3. Please contact Catalina Laboratory Products detailing the damage and provide copies of the BOL/delivery receipt and photographs of all damage to the packaging and any of the contents of the delivery. List the items that need replacing. Catalina Laboratory Products will aim to have replacement material shipped within 72 hours of receiving the full notification.
4. If there is concealed damages, **the BOL/delivery receipt should have been noted as "stacked freight" or "possible concealed damage"**. Contact Catalina Laboratory Products immediately detailing the damage and provide copies of the delivery receipt and photographs (if possible) of the packaging and essential photographs of the damaged pieces. List the items that need replacing. Catalina Laboratory Products will aim to have replacement material shipped within 72 hours of receiving the full notification.
5. If the freight is unacceptable due to severe visible damage and it is determined by the receiver that the entire pallet of goods is damaged, **refuse** receipt of the shipment – the carrier will notate on the BOL. Keep a copy along with photographs and forward immediately to Catalina Laboratory Products.
6. Lost or Delayed Freight: Unfortunately, from time-to-time carriers may lose freight and/or delay delivery. Catalina Laboratory Products will not be held responsible for non-performance, including but not limited to missed appointment time, late delivery or lost shipment. However, Catalina Laboratory Products will issue the freight claim and generate replacement material as above.