



Dealing with Damaged Shipments

The consignee can refuse the shipment for the damaged goods, which will either be shipped back to the origin or will be held at the local terminal for inspection.

If at all possible, the consignee should leave the damaged product at their location. Cerasis understands that the consignee may be limited on space, but keeping the product at the consignee's location will make it easier to get the claim resolved in a timely manner. The carrier may or may not schedule an inspection; until either they've performed an inspection, or they — or we — let you know that they've declined to inspect, the consignee must save the packaging, the pallet, and the product for that inspection.

To repeat: *the consignee must save the packaging and pallet that the product was shipped with.* If the damaged goods and/or packaging are disposed of before an inspection is requested and performed, the carrier has the right to deny the claim.

Once the carrier agrees upon to pay the full amount for the product that was damaged, the carrier has the right to take possession of the damaged goods. Typically, if it's a settlement for concealed damage, they won't want the product — but don't make any assumptions. Cerasis will advise you as to when and if you can dispose of the damaged product; do not dispose of it until instructed.

Notations should always be made on delivery receipt for damage, shortage and/or spillage of the product.



Pictures are also very helpful before the shipment leaves the origin and when product is delivered.

Yet again: *consignees should always make notations on the delivery receipt if there is visible damage, if there is a shortage, or if there is liquid on the product*