

RECOMMENDED PROCEDURES

1.) Notation of the Delivery Receipt

- ✓ Be specific. Notate any exceptions to packaging or product and clearly state “Damage”, in hand written notation.
- ✓ Do not use a Stamp. Some carriers will not accept a Stamp stating “Damage” as an acceptable notation. Please hand write.
- ✓ Do not state “Subject to Inspection or Further Review”. The Delivery Receipt must notate specific damage.

2.) Take pictures for supporting documentation

- ✓ These should show the condition of the freight when the damages were first discovered.
- ✓ Provide these pictures to KDL along with your other claim info.

3.) Put the material and packaging aside and do not dispose

- ✓ The carrier has a right to inspect the materials
- ✓ The carrier has a right to pick-up the damaged materials for salvage.
- ✓ If product or packaging is disposed of prior to any possible request for inspection or request to pick-up for salvage, the carrier may elect not to pay the claim.
- ✓ If the materials and packaging cannot be maintained, please email customerservice@kdlog.com to request immediate inspection. KDL will work with the carrier to confirm if inspection or pick-up of materials is required ASAP, but until this is provided all materials and packaging must be maintained.