



Claims Procedure

Lee Display understands that cargo claims are a frustrating, but inevitable aspect in the shipping industry. We work as the liaison between our clients and the carriers, leveraging our relationships to gain resolution as expeditiously as possible.

Here are a few tips to help put you in the best position to receive compensation from the carrier on a claim.

- **DO NOT SIGN POD UNTIL YOU INSPECT THE FREIGHT!**
 - The consignee (customer) has the right to inspect and count the freight before signing the BOL (Bill of Lading) and/or POD (proof of delivery) and releasing the driver
- If you see damage or a shortage:
 - Take pictures!
 - Make sure pictures show damages to product. Damage to packaging does not constitute reimbursement
 - Note specifically on POD how much, and what is damaged/short
 - Do NOT sign POD “Subject to Inspection” – this will not be valid
 - Ensure driver signs POD acknowledging damage
- If you discover damage **after** the POD has been signed clear:
 - Immediately contact your Lee Display Customer Service team at 707-759-2996
 - Carrier must be notified, in writing, within **5 BUSINESS DAYS** of delivery for claim to be valid
- **Remember:** Damaged freight and original packaging **must** be available for inspection and/or salvage until conclusion of claim
- By law, carriers have 30 days to acknowledge a claim filing
- Lee Display is not liable for damage or outcome of claims

Please send the following documents listed below to the Lee Display Customer Service Team at support@leedisplay.com:

- Signed BOL/POD
- Packing slip (if available)
- Pictures of damaged product (if applicable)

Failure to provide complete documentation can result in delays to claim resolution, or the claim may be rejected entirely.

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- Upon receipt of documents, Lee Display's Customer Service Team will file the claim with a Shipping Logistics Claims Analyst, who will then file with the carrier on the client's behalf. Customer Service Team will keep listed contact apprised of all updates and requests by the carrier.
 - Carrier may request additional information or mitigation of the claim. Failure to respond to these requests can result in delays or denial of claim.
 - If the claim is not accepted and the customer has not followed the above guidelines, Lee Display may hold discretion on any further action and may be held against costs, expenses, and any other liabilities resulting from the related occurrence.
 - For all returns, company policy will be followed according to Lee Display's Returns Refund Policy found at <https://leedisplay.com/pages/returns-refund-policy>



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Tips for Notating the Bill of Lading & Delivery Receipt:

Visible Damage:

- The precise nature and extent of the damage should be noted on the delivery receipt.
- If the nature or extent of the damage is unclear, but you are certain there is damage to the product, write *why*.
 - Write any damage to the packaging that you see that would suggest further damage
 - Do *not* write “Subject to inspection” or “Possible damage”-neither actually states specific damage and therefore are not valid

Concealed Damage:

- If notified by the customer that the freight has been damaged and the delivery receipt was signed without a damage notation, contact the carrier *immediately* to notify them of the damage.
 - Notifying Lee Display’s claims department or entering a claim will not take the place of notifying the carrier
- Make sure to have evidence of the notification thru email. Phone notifications should have also have an email sent to confirm.
- Notice of concealed loss or damage *must be* provided to the carrier within 5 business days from the date of delivery
 - This does not change your claim into “visible damage,” but rather establishes a time frame for which the damage could have occurred

Shortages:

On the BOL:

- Shipper can request/require the driver to count and sign for the number of pieces, however, this *must* be agreed upon prior to pick up.
 - If there is no agreement or contract in place, it should be discussed with the carrier prior to pick up when the load is being offered to the carrier
- Be aware of abbreviations made by the driver that limit carrier’s liability:
 - STC “said to contain”- drivers are not assuming responsibility for any number of pieces, but rather a number of pallets that are “said to contain” a number of pieces.
 - SWP “shrink wrapped pallet”- driver is taking responsibility for picking up a shrink-wrapped pallet and not the piece count.

On the POD:

- Make sure to note any discrepancies in the packaging, especially if the shrink-wrap is torn, missing, or suggests that the product was repackaged (i.e. color of shrink-wrap is not the typical color used by the shipper)