

Freight Damage/Loss Policy

EFFECTIVE July 6th, 2023

For Essex Brownell Inc.

This Freight Damage Policy only applies to shipments of products that are arranged and prepaid by Superior Essex businesses. All freight collect or third party shipment damages are the full responsibility of the billed party.

Superior Essex endeavors to use reputable and dependable carriers, but occasionally shipping damage and loss does occur. Resolving freight claims against carriers depends largely on your timely response and cooperation. If this policy is not followed, Superior Essex will not be able to file a claim against the carrier and bears no responsibility for freight claims or damage.

Full Truckload Shipments

Always inspect shipments upon receipt prior to signing for them. If you notice freight damage or shortages, it must be noted by you when you sign for the shipment. You must note, in reasonable detail, the damage or missing items on all copies of the carrier's delivery receipt or Bill of Lading. Please also have the freight driver sign all copies to acknowledge your damage/shortage notation and keep a copy for your records. Please send a copy of the paperwork with notations along with pictures of the damaged product to Logistics@spsx.com and your Customer Service Representative. Superior Essex will process the damage incident and advise on return of the damaged product. **Please do not refuse damaged product from a "full truckload" delivery.**

Less Than Truckload Shipments

Always inspect shipments upon receipt prior to signing for them. If you notice freight damage or shortages, it must be noted by you when signing for the shipment. You must note, in reasonable detail, the damage or missing items on all copies of the **carrier's delivery receipt**. Please also have the freight driver sign all copies to acknowledge your damage/shortage notation and keep a copy for your records. **Please refuse any damaged product to the driver.** After refusing the damaged product, send a copy of the Delivery Receipt with the confirmed damage notation along with pictures of the damage to your **Customer Service Representative** or e-mail: brownellcustomersupportcenter@spsx.com

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All Shipments

Even if no damage or loss is suspected, inspect all shipments thoroughly within 24 hours of receipt. If you have signed for a shipment and later identify freight damage or shortage that was not visible at the time of receipt, you have only **5 days** (from the date you received the shipment) to notify us of the damage. The sooner concealed damage is discovered and reported, the better. Because you previously signed the receipt stating the shipment was fine, Superior Essex has 5 days after delivery to notify the carrier and day 1 starts the day the shipment is delivered. All damaged products and their packing material must be kept together and sequestered in a quarantined area for inspection.

Once you notice damage or missing items, please contact the delivering freight terminal to update your delivery status and send an e-mail to your **Customer Service Representative** immediately to report damage or loss so that we can notify the carrier. Failure to give Superior Essex timely notice shall constitute your unqualified acceptance of the shipment. Please photograph damage immediately and record the date the photographs were taken. Once you communicate with our representative, they will inform you of the next steps. If Superior Essex requests the material be returned, a **Freight Return Authorization or an RMA** will be issued to return the product. Please send this document with the Bill of Lading noting Return Number and shipment ME number to address requested.