

# NAVIGATING FREIGHT DAMAGE QUICKLY

*Ruskin takes quality/packaging seriously*



Inspect crate for visible and concealed damage. Check for missing items by comparing to packing list.



Please take clear, color photos from multiple vantage points.



Document all damages, or missing items, on BOL/Delivery Receipt before signing. Do not sign “possible damage” or “subject to inspection.” For best chances of recovering loss, receive shipment as damaged and store until freight claim is processed. If receiving is not an option, reject delivery.



Contact your Ruskin representative immediately with information below.

Copy of signed BOL/Delivery Receipt with specific damage or missing items documented.

Please do not sign the delivery receipt as “possible damage” or “subject to inspection”. Sign specifically notating damages.

Multiple color photos documenting damage, or missing items from multiple vantage points.



Coordinate replacement product with your Ruskin Representative!

Your Ruskin “representative” (for consistency) will file the “freight” claim and facilitate the rework/replacement of damaged products “or missing items.”

**Please NOTE timely submission of freight claims are critical!**

NOTICE: For credit consideration, all freight claims must be correctly documented and submitted within five days of the delivery date (See “inspection period” on terms).