

## WHAT IF ITEMS ARE DAMAGED IN TRANSIT?

**Damage protocols are according to LTL shipping company rules and regulations.** LTL companies are stringent and do not allow ANY exceptions to this procedure. Please read carefully so Dingewood can help you get damaged products covered by the LTL carrier. This is very important.

Dingewood will file a claim with the LTL carrier on your behalf. In order to help you, you must follow the LTL company's shipping procedures outlined below.

### Procedure for receiving LTL shipments:

- **NEVER** allow the LTL carrier to leave until goods are inspected!
- Upon receipt, any shipping **damage *MUST be noted on the bill of lading*** and reported immediately reported to the delivering carrier. You can sign off the BOL but you must document that damage has been done to the shipment. This is according to the LTL company policy. **LTL companies will automatically deny any and all claims which do not mark items damaged upon receipt!**
- According to LTL regulations, claims must be filed within 3 days of receipt. LTL carriers will automatically deny any claims filed after this period. This is not something we can help with, as LTL carriers are independent companies.

### Procedure for filing a LTL shipping claim:

Please email Dingewood the following:

1. **Dingewood order number.**
2. Photocopy or photograph of the **signed BOL (Bill of Lading) clearly notating that the items arrived damaged.**
3. The exact **type** of damage. For example, broken shipping container, cracked tongues, water damage.
4. The exact **quantity** of damaged goods. We must have an actual count of damaged units.
5. **Photo** documentation representing the **full extent** of the damage. All damaged goods must be shown in photographs. Photos should show the damaged goods in an easily countable way for fastest claim response time. One image that "represents the type" of damage is not sufficient.

Send emails to [sales@dingewood.com](mailto:sales@dingewood.com) for prompt handling.



**Note: Dingewood is not responsible for items damaged in transit.**

Dingewood orders are sent out in new condition and photographed when they leave the Dingewood fulfillment center. Dingewood will help file a shipping claim on the client's behalf. The claim process is dictated by the LTL carrier and must be followed exactly for successful claims. Dingewood is not responsible for product that has been damaged during shipping. The independent LTL carrier is responsible for shipping products and for them arriving in new and original condition. The independent LTL carrier is responsible for any damages incurred during shipment. The independent LTL carrier is responsible for reimbursing the client in the case of products damaged during shipment. Any replacement orders can be placed via the original ordering method, with the current lead times, and at the current market price.

