



January 4, 2019

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Marketing Notice

Change to Freight Damage Claim Policy

Dear Valued Customer,

I am writing to inform you of a change to the EFCO freight damage claim policy which will help streamline your business and make it easier when dealing with freight claims. EFCO understands that damaged material is frustrating and the claim process through the freight carrier can create a lot of extra work for your employees and make you wait for payment on outstanding claims. Effective January 4, 2019, EFCO's current freight damage claim process will be revised with you in mind. Instead of requiring you – our customer – to file a claim through the freight carrier, we will now take on this responsibility ourselves if any of your material is damaged during shipping. In order for this service to be provided to your company, the procedure outlined on the next page must be followed to qualify for this program.

As a result, this means the additional repayment for material while waiting for a credit will be eliminated, and EFCO will immediately get new material ordered. Thank you for your valued business and continued support. We hope this policy change will eliminate frustration and continue to foster a better customer relationship.

Respectfully,

Josh Wignall
Director of Marketing



Instructions for Receipt and Review of Material Delivery

1. **INSPECT** the delivery upon arrival at your facility.
 - a. Take pictures of any damage or potential damage. Photos should consist of the overall condition of materials (surrounding area at a distance to demonstrate the entirety of the shipment) and close-up of individual damaged products.



FAR AWAY



CLOSE-UP



IDENTIFY SPECIFIC DAMAGE

2. **NOTE** on the Bill of Lading anything that is damaged or missing based on the packing list (marks, quantities, etc. if possible).
3. **NOTIFY** your EFCO PM of the damage/shortage within **10 BUSINESS DAYS** of the delivery.
4. If damage or material shortages are discovered **AFTER** the delivery, the following steps must **ALL** be executed within the specified time frame, for replacement material to be processed.
 - a. Receiving customer has **5 BUSINESS DAYS** from delivery to notify the carrier.
 - b. Receiving customer then has **10 BUSINESS DAYS** from delivery to notify EFCO.

REPLACING MATERIALS DUE TO LTL FREIGHT DAMAGE

FAQ

1) Who needs to be contacted?

- a. Customer should contact carrier and EFCO PM. The customer should note on the paperwork at time of delivery and contact their EFCO PM. If not noted on the paperwork at delivery, customer has 5 days to notify the carrier and 10 days to then notify their EFCO PM.

2) What if damage didn't get noted on delivery paperwork?

- a. The customer has 5 days from receipt of materials to contact the carrier and then contact EFCO in order to get materials replaced at no charge. Otherwise, the receiver will need to pay for replacement materials.

3) Do pictures need to be taken?

- a. Yes – from a distance to show surrounding area and close-up of the damaged parts. Take as many pictures as you can from multiple angles. This will aid in the claim process, support the investigation, and help determine cause.



FAR AWAY



CLOSE-UP



IDENTIFY SPECIFIC DAMAGE

4) What if it is past the 5 and 10 day deadlines and the customer opens a carton and the material is damaged?

- a. This is concealed damage – not freight damage. See current policy on how to handle concealed damage or contact your EFCO project manager with questions.