



Important Notice: Transit Damage Claims

Transit Damage Claim Procedure

- 1) "F.O.B. Shipping Point" is our term of sale*. Therefore, once the material leaves the shipping dock, it becomes the property of the PURCHASER.
- 2) It is the responsibility of the PURCHASER to receive the entire shipment as tendered and note on the freight bill if any portion is missing or damaged upon delivery.
- 3) Within five days of receipt of the shipment, any concealed damage should be reported to Avery Dennison. Retaining the entire package is necessary until after a concealed damage inspection report is issued by the carrier.

To contact your claim representative, please call:
1-800-944-8511, Option 3.

or email:
lpmna.quality@averydennison.com

- 4) Speed is of utmost importance! Prompt inspection, as well as prompt filing of the claim with all necessary documents, will facilitate fast settlement. NOTE: Without the appropriate paperwork, credit can not be issued.

All claims must be accompanied by the following documents:

- A) Copy of freight bill with notation of damage or shortage. Date, time and receiver's name must be included.

B) Include photographs showing both the damage and full view of the palletized container.

- C) Send copy of inspection report to the Avery Dennison claim representative.
RETAIN COPIES FOR YOUR FILES.

- 5) Avery Dennison is not responsible for any damage or shortage on collect shipments.

Please remember, we can only accept and process a carrier transit damage claim if your documentation supports the claim. Prompt inspection, as well as quick claim filing with all necessary documents will facilitate fast settlement.

*Unless otherwise specified on the shipping documents.