

Transit damage? We've got your back.

Our terms of sale are Free on Board (FOB) shipping point, which means that shipments legally become your property as soon as they leave our shipping dock. As the receiver, it is your responsibility to accept the shipment as tendered and document any delivery issues directly on the carrier's paperwork.

Step-by-Step Receiving Checklist:

1. Inspect

- ☐ Inspect and thoroughly check all sides of each individual pallet immediately.
- ☐ Report visible damage within 48 hours; report concealed damage within 5 calendar days.

2. Take Photos

- ☐ Take clear pictures of the damage while materials are still inside the original packaging. If possible, take these photos while they are still on the truck.
- ☐ Include shots of the pallet's roll count and the specific Avery Dennison Roll Tag.

3. Mark the Paperwork (Before the driver leaves!)

- ☐ Clearly document the damage or shortage directly on the carrier's Bill of Lading (BOL) or Proof of Delivery (POD). A note is required, but refusing delivery will delay claim processing.
- ☐ Include the date, time, and your printed name. Make sure to keep a copy.

4. Complete Receiving & Notify

- ☐ Process the freight into your facility's system as normal. Do not contact or alert the delivering carrier directly unless your shipment terms are collect.

5. Email Your Claim

- ☐ Send your photos, signed paperwork, roll information, and the carrier's Pro Number to lpma.quality@averydennison.com. Signed documentation is required to successfully issue credit.

Policy Reminders

Please keep the entire package and hold the material on-site until the carrier inspection report is issued. The carrier will contact you directly with an inspection plan.

Collect Shipments: Avery Dennison cannot manage claims for collect accounts; please file these directly with your chosen carrier.

