

Receiving large freight?

✓ Best practices for inspecting shipments.

When you receive your freight shipment:

1. Be sure to inspect all freight prior to signing the delivery receipt.
2. Check to make sure the shipment belongs to you.
3. Check to make sure all pieces of the shipment are there. If there are pieces missing, note the quantity of missing items on the delivery receipt.
4. Thoroughly inspect all pieces in the shipment for damage. Damage could be very obvious like a dent or it could be less apparent like water damage. Mark all signs of damage on the delivery receipt, being as thorough and descriptive as possible.
 - a. If there is slight damage to the packaging that may or may not have damaged the item inside, it is recommended to note this on the delivery receipt as well in case concealed damage is found once the item is unpackaged.

If you are missing items from your shipment:

1. Note the quantity of missing items on the delivery receipt.
2. Accept the items that did arrive.
3. Contact OptiFreight® Logistics Customer Care at **866.457.4579** for assistance in filing a claim with the carrier.

If your shipment is damaged:

Visible damage (apparent at time of delivery)

1. Note all damage on the delivery receipt.
2. Choose to accept or refuse the shipment. Refusing to accept the shipment could negatively impact your ability to collect any reimbursement from the carrier and may result in the accrual of storage fees if the shipper refuses to take the damaged shipment back.
3. If shipment is accepted:
 - Save all packaging and damaged items. Take photos of the damage for your records.
 - Contact OptiFreight® Logistics for assistance in filing a claim with the carrier.

Concealed damage (apparent after packaging is removed)

1. Contact the delivery terminal as soon as possible to notify them that damage was found. You typically have 5 days from the date of delivery to make this notification. After that time the carrier assumes the product arrived free and clear of damage. If you're unsure of the delivery terminal, contact the OptiFreight® Logistics Solutions team for assistance.
2. The carrier will most likely want to have an inspection performed to examine the damaged product and packaging. Hold the product and all packaging until this inspection is complete.
3. Save all packaging and damaged items. Take photos of the damage for your records.
4. Contact OptiFreight® Logistics for assistance in filing a claim with the carrier.

To learn more about shipping with OptiFreight® Logistics, please contact your Account Manager or our Logistics Solutions team at **866.457.4579** or **OptiFreightLTL@cardinalhealth.com**.

