

All Damages & Discrepancies must be reported to your appointed Customer Service Representative & LSAClaims@LancerWorldwide.com within 24 hours of receipt, providing Photos as proof of damage, PRO# and noted damages on BOL.

PLEASE FOLLOW THESE STEPS IN THE REPLACEMENT OF MISSING ITEMS:

Although Lancer strives for 100% accuracy, we do recognize we occasionally make mistakes when preparing orders. If you receive a Shipment from Lancer with Missing, Incorrect, Shortage, Overage, Damage, or Concealed Damage we request you report it to your appointed Customer Service Representative and LSAClaims@LancerWorldwide.com via email within 24 hours or as soon as possible but no later than 3 days from delivery date, so that we may assist you with the discrepancy. Lancer has a strict time limit for claims. Which is why we request all shipments to be inspected upon receipt for internal loss or damage, including indentations, punctures, re-taping, open tops, or cartons marked "This Side Up" that is delivered lying on their side. The receiver and the carrier should make a joint inspection prior to acceptance of the shipment. Results must be noted on the delivery receipt or BOL. Please maintain the original copy for your records.

Freight Claim #1 – Damage

The freight damage must be visible upon delivery and then notated on the proof of delivery (POD), aka delivery receipt. Reference **A, B, C, D, E, F** for the required documentation below.

Freight Claim #2 - Loss

This type is official if you have notated and documented against the original bill of lading that the freight was picked up but never got delivered. You will need to ask the carrier for an official declaration stating that the freight is lost, to file this type of claim. Reference **B, G** for the required documentation below.

Freight Claim #3 - Shortage

Basically, when only a portion of the freight that was picked up, gets delivered. For this reason, make sure to verify the number of pieces you received against the driver's delivery receipt provided at the time of delivery. Note in detail any discrepancies on the carrier's delivery receipt. Do not forget to have the freight driver sign all copies to acknowledge your notation.

Reference **A, B, C, D, E** for the required documentation below.

Freight Claim #4 - Concealed Damage or Shortage

A concealed damage or shortage claim is filed when the loss or damage is not noticeable at the time of delivery. These types of claims are tricky because you need to prove that the damage occurred (even though it was properly packaged and secured) while it was in the carrier's possession. To ensure that the carrier does not decline your claim, after the driver leaves, immediately unwrap the freight and inspect and count all the products and inner packaging. If damages/shortages occurred, call to inform the carrier immediately. Take photos of the freight before and after unwrapping it. Concealed damages/shortages must be reported to the carrier within 5 days after the delivery for a claim to be valid.

Reference **A, B, C, D, E, F** for the required documentation below.

REQUIRED DOCUMENTATION TO FILE FREIGHT CLAIMS

- A. **Delivery Receipt / Proof of Delivery** noting the damage
- B. **Carrier Freight Invoice** (Proof of Freight Charges)
- C. **Invoice** (Proof of Value)
- D. **Photos of the Damage** taken at the time of delivery if possible
- E. **Any Other Documents and Correspondences** that will support Claim.
- F. **RMA – Return Material Authorization**
- G. **Official Declaration** from the carrier stating that the freight is lost

MISSING, INCORRECT, SHORTAGE, OVERAGE, DAMAGE, OR CONCEALED DAMAGE
Report it to appointed Customer Service Representative & LSAClaims@LancerWorldwide.com

1. Customer / Purchaser – must provide the following information in the email
 - a. Take digital photos, showing goods as they looked, plus a copy of the packing slip highlighting items with issues
 - b. Tracking / PRO#
 - c. Noted Damages/Losses on BOL or Delivery Receipt
2. If applicable Customer Service Representative – must provide the following information to Lancers 3PL
 - a. RMA#
 - b. Copy of Original Invoice
3. If applicable Lancers 3PL – will provide filed claim to Customer Service Representative for Lancers Records
 - a. Arrange return
 - b. File Claim

PLEASE NOTE: If you manufacture or sell the claimed item, the price on the invoice must reflect the cost you paid for the item or its parts, not what you charged your customer. *If you submit a claim that includes marked-up charges to your customer, the carrier will deny the claim and make you re-submit it.*

A NOTE ABOUT SHIPPING CHARGES: Carriers can only approve a claim on loss or damage if the shipping charges are paid for. Carriers will deny a claim if the shipping charges are unpaid. If the shipment did not deliver, you can include the shipping costs within the claim itself, asking to be reimbursed for what you paid.

**PLEASE CONTACT OUR LSAClaims@LancerWorldwide.com
FOR MORE INFORMATION AND ASSISTANCE.**

- Lancer goods that are sold F.O.B. shipping Point, which makes the equipment the property of the buyer while in transit. If loss or damage occurs, the buyer should file a claim with the carrier.
- 3rd party and Collect Shipment claims for damage will be facilitated by the Customer / Purchasers or appointed freight forwarder, not Lancer. Be sure to make a record of the relevant information regarding the item(s) you filed the claim on, including respective claim information and procedures necessary for compensatory damages.
- Lancer will respect the incoterms for International Shipments and will be invoice the same day goods are shipped.

DEDICATION IN ACTION™