



At Chicago Tins we take great care when building your pallet to make sure your order will arrive in good condition, however because we have no control over what happens once your order leaves our warehouse, damage can occasionally occur during shipping. This guide will walk you through the process of receiving and what signs to look for so that you may know when your shipment may have been compromised.



When Your Shipment Arrives

Make sure to walk around **all four sides of each pallet** and look for the signs indicated in this guide.

Don't let the driver rush you—you have 30 minutes from the time the truck arrives until the time it departs. You can and should utilize that time to inspect your shipment.

If you see any of the below signs of possible damage, please follow the instructions at the end of this guide so that we can file a claim with the carrier for credit or replacements.

Pallet Wrapping

Before unwrapping the pallet, make sure you inspect the wrap itself.

We use BLUE shrink wrap tightly around the entire pallet. Look out for shrink wrap that is loose or torn, or any color other than blue. If the wrap gets torn the carrier may re-wrap them in their own shrink wrap, which is usually clear.



Your pallet should also have red and white “STOP – IF SEAL IS BROKEN” security tape vertically up each side of the pallet, across the top, and down the other side. Look out for missing or damaged tape.

As you can see in the photo at right, the security tape has been broken and the wrap is torn, and the carrier re-wrapped the pallet using their own clear shrink wrap over our blue wrap.

Most damage is not as obvious as this extreme example. **Be sure to take photos of the damage before unwrapping.**



1

Integrity of the Cartons

Look at the outside of the cartons to determine if any of them have been damaged, particularly if you noticed torn or missing blue wrap or security tape.

Check for dents, wrinkles, tears, punctures, and pushed-in corners.

Because empty tins are too fragile to support the weight of another pallet, we put “DO NOT DOUBLE STACK” labels on the sides of the pallet. Inspect the tops of the uppermost layer to make sure they are not caved in or crushed.

If the pallet is wrapped you may not be able to clearly see the cartons, in which case you can just run your hand along all the flat sides, edges, and top of the cartons to feel for signs of damage.

If you are able to unwrap and unload the pallet while the driver is there, you may be able to inspect each carton individually. **Make sure to take photos of any damage you find BEFORE unwrapping or dismantling the pallet.**



Getting a Pallet/Case Count

Each pallet will have a label on it that looks like the photo at left. It will tell you the total number of pallets and how many cases of each item should be on each pallet. If you have more than one pallet, make sure all pallets are there.

If you noticed that the blue shrink wrap or security tape was missing, had large tears, or if there was clear shrink wrap around the pallet, it's important to do a case count to make sure none of the cartons fell off the pallet. A count of the total number of cases is sufficient.

2

What to do if you notice signs of possible damage

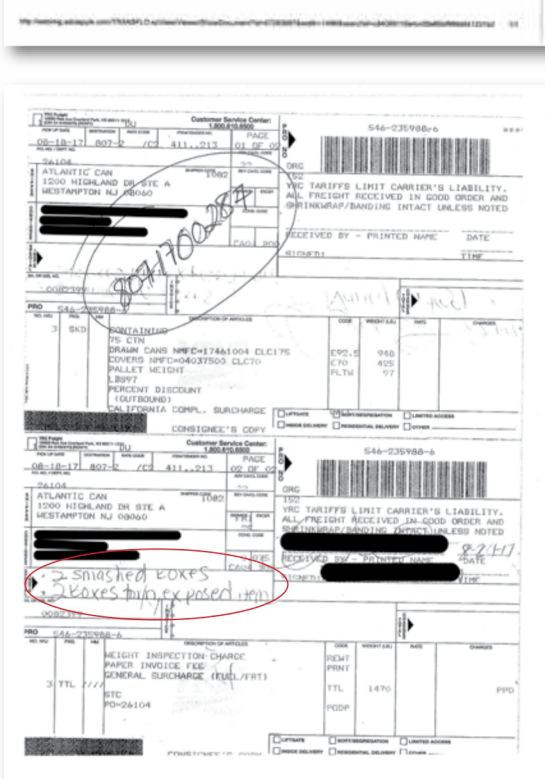
Freight companies sign for loads in undamaged condition and are responsible for delivering the merchandise in the same undamaged condition. **ANY and ALL damages MUST be noted on the freight company's copy of the delivery receipt at the time of delivery.** If damage is not noted on the Freight Company's delivery receipt, the claim will be denied.

Until you open all the cartons you may not be able to tell whether the product inside is damaged. You should still sign for the damage just in case. See the photos at right and below for examples.

After the Truck Leaves

If you received a skid that showed damages and you signed for them on the delivery receipt, please inspect carefully for missing and damaged product once you open all the cartons. You must keep ALL cartons and damaged merchandise until you have been given disposition.

For a claim which was shipped freight collect or billed third party, you must file a claim directly with the freight carrier. If Chicago Tins billed you for the freight, read on for instructions.



3

Filing a Claim with Chicago Tins

If when you inspect the product you find that there are damaged items, please send an email to Chicago Tins **within 7 days of delivery** which includes the following:

- Order number or invoice number
- Copy of the delivery receipt noting damages
- Clear photos of the pallet showing damaged/missing wrapping, security tape, and/or cartons
- Clear photos of any visible damage to the cartons themselves
- Clear photos of the damaged items
- A total count of the number of lids and the number of bodies damaged (if you ordered more than one item, please specify which item was damaged if it is not obvious from the photos)



Credit or Replacements

After your claim is accepted we will issue you a credit. Most credits are applied within 4 weeks, however credits for damages during and immediately following the holiday season will be processed in January or early February. When your credit is processed you will receive a credit memo in your email.

If you paid for your order with a credit card, we will refund the amount to that same card. If you have credit terms we will apply it directly to that invoice, so when you pay that invoice please deduct the amount of the credit from the invoice total.

If you need the tins right away we will ship you replacements via UPS Ground at no charge. We will not be responsible for expedited shipping costs due to damages incurred by the carrier.

4