

STIRLING

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NOTICE FOR DAMAGES OR SHORTAGES ON SHIPMENTS – January 2019

We are asking for your support in documenting damages or shortages for all shipments received from Stirling Flavors. The following check list will be instrumental in filing an effective claim with the freight carrier and helping to reduce overall costs.

- ✓ Inspect your shipment while the driver is still present
- ✓ Count the number of boxes and verify it against the delivery receipt
- ✓ Look inside the boxes to check for damaged or broken items
- ✓ Document clearly the damaged items or shortages on the delivery receipt
- ✓ Make sure the driver acknowledges your comments regarding damages or shortages
- ✓ Call Stirling Flavors within 24 hours and fax us a copy of the delivery receipt, which documents your comments on damages and shortages
- ✓ Take pictures. It's worth a thousand words!
- ✓ Once we have received the information from you, we can then investigate, file a claim with the shipper and replace your product. Please, take the extra time at delivery to check your shipments. The longer you wait, the less likely we will be successful in filing an effective claim with the shipper. We have found that without a documented signed delivery receipt stating the damages or shortages, the shipper will not accept responsibility.

Stirling Flavors will not issue a replacement or credit for any damages or shortages without proper documentation at the time of delivery.

Thank you for your participation in this process and as always, we thank you for your business.

Sincerely,

Your Customer Service Department!