

# Inter Global Freight Policies

## Freight charges and claims are the full responsibility of the party paying the freight.

- a. "COLLECT" shipment;"consignee" is responsible for the freight charges or any claims that would need to be filed.
- b. "THIRD PARTY BILL" shipment;"bill to" customer is responsible for freight charges and/or any claims that would need to be filed.
- c. "PREPAID" or "PREPAY/ADD" shipment; we, Inter Global, are responsible for the freight charges and/or any claims that would need to be filed, however, the receiving party must comply with "customer/consignee responsibility" for an incoming shipment.

## Inter Global Responsibility:

1. Inter Global requires all carriers to do a full carton count on all shipments leaving our facility
2. Driver must sign for carton & skid count; not skid count only

## Customer/Consignee responsibility:

1. Upon receiving incoming shipment visually inspect all cartons for damage and verify carton quantities and skid quantities
2. If there are missing cartons the customer must mark the bill of lading/delivery receipt for the number of cartons short in the shipment ie. MISSING/SHORT XX CARTONS
3. If there are damaged cartons it must be noted on the bill of lading/delivery receipt, ie. DAMAGE TO XX/CARTONS

## Concealed Damage:

1. If you find concealed damage, notify carrier immediately. Record the date, time, contact, phone number of the carrier location of which you made the claim.
2. Notify Inter Global of the claim.
3. Hold the product in the original carton for the carrier to inspect, if applicable.

## Other Charges:

Customer is responsible for all additional delivery service charges included but not limited to: Lift gate, Notify/call customer, residential delivery, forklift required, re-delivery and sort charges.

## Collect Shipments:

1. The customer is required to file a claim with the carrier for reimbursement of damaged or lost goods; collect shipments are the chosen carrier of the customer. Inter Global has no claim with the carrier.
  - a. The customer will file a claim with the carrier; please notify Inter Global of a claim in the event that we may be contacted by the carrier.
  - b. The customer is responsible to pay the invoice in full.

## On Third Party Shipments:

1. The Bill To Customer for the shipment is required to file a claim with the carrier for reimbursement of damaged or lost goods; third party carriers are the chosen carrier of the customer. Inter Global has no claim with the carrier.
  - a. The customer will file a claim with the carrier; please notify Inter Global of a claim in the event that we may be contacted by the carrier.
  - b. The customer is responsible to pay the invoice in full.

## On Prepaid & Prepaid/Add Shipments:

1. Inter Global "IS" responsible to file a claim with the carrier for reimbursement of damaged or lost goods, prepaid or prepaid/add carriers are the chosen carriers of Inter Global. However, the customer must follow the requirements of "Customer/Consignee Responsibility". If the customer does not count the cartons and mark the bill of lading as damaged or short, "WE HAVE NO RECOURSE WITH THE CARRIER" and the customer is responsible for payment of the invoice in full.
2. If the customer has followed the requirements of customer/consignee responsibility the customer will not be responsible for the damaged/lost product. If not and proof cannot be provided, the customer is responsible for payment of the invoice in full.

