



April 2021

TO OUR VALUED CUSTOMERS:

Ippolito Transportation takes great pride in delivering your products to your customers in the condition they expect them.

Even with our best efforts to protect the integrity of your product to the best of our ability, there are times when occurrences do take place, which create damages and/or shortages, which can result in a claim.

It should be noted that all damaged product must be held for inspection by an insurance adjuster and the damaged product returned to Ippolito Transportation for salvage purposes in the event it cannot be returned to regular inventory. Failure to do this voids all right to file a claim against the carrier.

In the event you are faced with a claim situation we would like to recommend that you use the following procedure:

1. Request a proof of delivery from Ippolito Transportation to see how the delivery bill was signed by the customer as this will determine where the liability should be placed.
2. If the delivery bill is signed with a notation that the delivery was in fact short or damaged, then a claim can be issued against Ippolito Transportation. However, if the delivery bill is signed clear with no notation that the product was short or damaged, then the customer must accept this liability.
3. Access "Claim Form Loss and Damage" from our Website Resources and submit your claim to Claims@ippolito.biz

Note 1: All claims must be filed in writing within 60 days after delivery of goods to be eligible for processing.

Note 2: Generally, it is the company that pays the freight that should file the claim.

4. When your claim is received by Ippolito Transportation we will return a Claim Acknowledgment letter to you. We will make every attempt to process your claim within a 30-day period. Freight invoices must be paid in full before any claim payment is processed.

We would ask that you do not contra your account by deducting claim amounts from your freight cheques as this directly contravenes the terms and conditions of the contract of carriage and is an illegal act. Claims and freight charges are to be dealt with separately as mixing them only creates confusion in the accounting for both companies.