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Filing a Freight Claim When Serialized Product is Damaged during Shipping

NOTICE

Revised October 2012 bulletin supersedes the previous bulletin number 2010-07 April 2010 and OEM bulletin 2010-05 April 2010.

Situation

This service bulletin outlines Mercury Marine's procedures for filing a claim with the freight carrier when a serialized product is damaged during shipping. Damage that occurs while in transit, apparent or concealed, is not covered by Mercury Marine's warranty policies.

Shipping, Handling, and Storage Responsibilities

- **Per Mercury Marine's terms of sale, OEMs and dealers are responsible for the product while it is in transit.**
- Mercury Marine is responsible for ensuring that the product and the shipping carton are not damaged when the freight carrier takes possession.
- The recipient is responsible for inspecting the condition of the carton, noting any damage on the delivery receipt, and accepting or refusing delivery of the product.
- The recipient is also responsible for filing all freight claims with the respective freight carrier.
- The claimant is responsible for providing photos and documentation required by the carrier as well as retaining all packaging material in its received state.
- The freight carrier and the recipient are responsible for damage to the product when it is in their possession.
- OEMs and dealers are responsible for any shipping damage, internal and external, to products transported from their facilities.
- The product must be shipped and stored indoors in the orientation indicated by arrows or written instructions on the carton.
- Dealers are required to install and rig the power package and demonstrate its proper use to the consumer at the time of delivery. Physical condition must be checked and acceptance noted in the customer delivery inspection checklist section of the Predelivery Form. Claims for shipping damage will not be accepted after the product has been delivered to the consumer.

To Refuse Delivery from the Freight Carrier

Your business may refuse to accept the product from the freight carrier for the following reasons:

1. The shipping carton is damaged.
2. The shipping carton is not in the proper shipping orientation.

NOTE: *If refusing shipment, immediately inform the delivery driver, note the reason (incorrect package orientation, etc.), and describe the damage on the freight document. Take comprehensive and detailed photos, and retain all for your records.*

General Required Photograph Guidelines

Photos will be required by all freight carriers when filing a freight claim. Photos should be taken of the crated product and uncrated product. Photos required are as follows:

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- All four sides of shipping container
- Top of shipping container
- Sticker showing serial number information
- Overall condition of the crated product
- Overall condition of the uncrated product
- Damage to shipping container (if present)
- Damage to product

Filing a Freight Claim after Accepting Damaged Product from the Freight Carrier

Direct from Mercury to first delivery point only.

1. Inspect the product and determine repair parts and a labor estimate.
2. Order parts through MercNET or the Parts and Accessories Sales Department.
IMPORTANT: Inspection of product damage, shipping cartons, and packaging materials may be required by the carrier. All packaging material and product must be retained until final settlement.
3. File a freight claim directly with the appropriate freight company.
4. Your business is responsible for ordering and paying for the parts, completing repairs, and submitting the claim to the freight company.
5. Allow 60 days for claim adjustment processing.
6. If you need assistance filing a claim with the freight carrier, e-mail the following to Mercury Marine at mm.domestictrans@mercmarine.com:
 - Cover letter stating action taken
 - Original Mercury product invoice
 - Signed delivery receipt of original delivery with damage noted
 - Mercury replacement parts invoice and labor costs

Freight Claims for Concealed Damage

Direct from Mercury to first delivery point only.

NOTE: *If the carton arrived in good condition but damage was found later, the freight carrier must be notified within 24 hours of signing the carrier's delivery receipt. Failure to notify the carrier may result in denial of any freight damage claims with the carrier. Inspection of product damage, shipping cartons, and packaging materials may be required by the carrier. All packaging and product must be retained until final settlement.*

1. Immediately notify the freight carrier of the damage.
2. Inquire if the carrier will inspect product damage, shipping carton damage, and packaging material. **Note the answer on the carrier's delivery receipt.**
3. List the damage and the name of the carrier personnel that you reported the damage to on the copy of the carrier's delivery receipt.
4. Order parts through MercNET or the Parts and Accessories Sales Department.
5. File a freight claim directly with the appropriate freight company.
6. Your business is responsible for ordering and paying for the parts, completing repairs, and submitting the claim to the freight company.
7. Allow 60 days for claim adjustment processing.
8. If you need assistance filing a claim with the freight carrier, e-mail the following to Mercury Marine at mm.domestictrans@mercmarine.com:
 - Cover letter stating action taken
 - Original Mercury product invoice
 - Signed delivery receipt of original delivery with damage noted
 - Mercury replacement parts invoice and a copy of the shop's work order
 - Photographs of the damaged shipping carton and product damage

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Filing a Claim with Mercury if the Freight Carrier Denies Assistance

If your claim was declined by the freight carrier and a subsequent review is requested, download the Shipping Damage Claim Form from MercNET. The claim form can be found at https://mercnet.mercurymarine.com/portal/page/portal/MercNET_News/Forms/Service%20Forms. Complete the required form and e-mail it to ShippingDamage@mercmarine.com. You will be contacted within 48 hours of your submission.

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