

### Customer Claims Procedure

ASL Distribution has always taken pride in delivering quality, claim free service and our history will show that we have an excellent track record in handling our valuable clients' products. We are continuously working to maintain our high standards and monitoring our material handling techniques to minimize the likelihood of shortages or damages to orders handled through our network. In the unfortunate event that you are involved with a claim, the following is an outline of the claim procedure that a customer must follow to process a claim for shortages or damages to ensure the claim is processed in a timely manner.

### ASL Distribution's Responsibility

We are responsible for the following when processing a claim:

- ASL will acknowledge in writing to clients that a claim has been received, at that time we will indicate if any additional information is required.
- ASL will review the claim in supporting documents supplied and arrive at a decision on our limit of liability. (\*\*Note that ASL's limit of liability is \$2.00 Per Pound actual weight unless a higher amount is declared at the time of shipping ADDITIONAL INSURANCE IS AVAILABLE ON REQUEST\*\*)
- Once our investigation is complete we will inform the client in writing what our investigation has determined and a settlement amount (If Applicable).

### Customer /Consignee Responsibility

- It is the consignee's responsibility to inspect all shipments upon delivery by the carrier. Signing "Subject To Inspection" does not constitute any liability to ASL for damages discovered after the carrier representative has left the consignee's premises.
- If shortage or damage is discovered at time of delivery the carrier delivery receipt must show the details on the delivery receipt (Consignee's copy & Driver's Copy).
- If damage is discovered after the carrier has left the consignee's premises a concealed damage claim will be considered, a concealed damage claim must be filed in writing within 7 days of delivery.
- All transportation related charges MUST be paid prior to ASL finalizing any claim for shortage or damage.
- In the case of a claim for damage the consignee must keep all product throughout the claims process and make the goods available for salvage purposes should ASL deem it necessary to take ownership of said salvaged goods.