



## CHECKLIST WHEN RECEIVING YOUR LTL TRUCK SHIPMENT

### 1. CAREFULLY INSPECT YOUR ORDER UPON DELIVERY

Once you sign for a shipment, you are accepting that shipment as complete and undamaged. If you find any damaged or missing product, please make sure to note this (“*Damaged product upon receipt*” or “*Missing product upon receipt*”) on the carrier’s bill-of-lading (BOL) and **notify us immediately at [MasterTag@CHRobinson.com](mailto:MasterTag@CHRobinson.com)**.

### 2. COUNT THE NUMBER OF CONTAINERS

Count the number of containers on the skid(s) and match it to the BOL.

### 3. TAKE PICTURES

If there appears to be obvious damage, take pictures while the product is still on the pallet, and in the original packaging. Include these pictures in your email communication to MasterTag and CH Robinson at [MasterTag@CHRobinson.com](mailto:MasterTag@CHRobinson.com).

**!** *Please Note MasterTag’s customers carry the initial burden of proof in a cargo claim occurrence; therefore, any documentation or pictures the receiver can provide will be beneficial in the claims process.*

### 4. RETAIN THE DAMAGED GOODS AND PACKAGING

Please keep all original product and packaging until instructed otherwise.

### 5. PROCESS CLAIM AND/OR REPLACEMENT ORDER IF REQUIRED

MasterTag and CH Robinson will formulate a claim and/or a replacement order as is appropriate if required.