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## Filing a Freight Claim When Product is Damaged during Shipping

Notice
Revised October 2007. This bulletin supersedes the previous bulletin number 2005-05 May 2005 and OEM bulletin 2005-04 May 2005.

### Situation

This service bulletin outlines Mercury Marine's procedure for filing a damage claim with the freight carrier when a product is damaged during shipping.

### Shipping, Handling, and Storage Responsibilities

- 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 freight carrier and the recipient are responsible for not damaging the product when it is in their possession.
- Boatbuilders or dealers are responsible for 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 customer at the time of delivery. Physical condition must be checked and acceptance noted on the customer delivery inspection checklist.

### To Refuse Delivery from the Freight Carrier

Your business may refuse 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 pictures if possible). Retain a copy for your records.*

### 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.

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2. Order parts through MercNET or P & A Sales Department at 800-962-0927.  
*NOTE: Inspection of product damage, shipping cartons, and packaging materials may be required by the carrier. Product must be retained until final settlement.*
3. Contact the appropriate freight company directly.
4. Your business is responsible for ordering and paying for the parts and submitting the claim to the freight company.
5. Allow 60 days for claim adjustment processing.
6. If you need assistance filing a claim, fax the following to Mercury Marine, Attn: Transportation, Fax 920-929-5893.
  - 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.
7. Mercury Marine will pursue a shipping claim on behalf of the dealer and/or boatbuilder with the carrier to recover the repair costs. Contact Mercury's Transportation Department at 920-929-5000.

## Freight Claims for Concealed Damage (Direct from Mercury to First Delivery Point Only)

*NOTE: Inspection of product damage, shipping cartons, and packaging materials may be required by the carrier. Product must be retained until final settlement.*

If the carton arrived in good condition, but product damage was found later, the carrier must be notified within 15 days of signing the carrier's delivery receipt. **Failure to notify the carrier will result in denial of any freight damage claims with the carrier.**

1. Immediately notify the carrier of the damage.
2. Inquire if the carrier will inspect for product damage, shipping carton damage, and lack of packaging material. Note the answer on the carrier's delivery receipt.
3. List the damage and the name of carrier personnel that you reported the damage to on the copy of the carrier's delivery receipt.
4. Order parts through MercNET or P & A Sales Department at 800-962-0927.
5. Contact the appropriate freight company directly.
6. Your business is responsible for ordering and paying for the parts and submitting the claim to the freight company.
7. Allow 60 days for claim adjustment processing.
8. If you need assistance filing a claim, fax the following to Mercury Marine, Attn: Transportation, Fax 920-929-5893.
  - 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.

## Delivery to Customer

Claims for shipping damage will not be accepted after the engine has been delivered to the customer.

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## Mercury Outboard TIP-N-TELL

In the late 2002 calendar year, a tip-over indicator (TIP-N-TELL) was added to certain shipping cartons. Since that time the shipping cartons have been improved and the (TIP-N-TELL) is no longer required.

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