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Filing a Freight Claim When Product is Damaged during Shipping

NOTICE

Revised March 2010. This bulletin supersedes the previous bulletin number 2007-26 October 2007 and OEM bulletin 2007-14 October 2007.

Situation

This service bulletin outlines Mercury Marine's procedures for filing a damage claim with the freight carrier when a product is damaged during shipping. Damage that occurs while in transit, apparent or concealed, is not covered by Mercury Marine's Warranty Policies. While customers may be entitled to financial assistance for shipping damage claims, such claims submitted to Mercury Marine will be declined.

Shipping, Handling, and Storage Responsibilities

- **Per Mercury Marine's terms of sale, boatbuilders 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 freight carrier and the recipient are responsible for damage to the product when it is in their possession.
- Boatbuilders 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 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.
2. Order parts through MercNET or the Parts and Accessories Sales Department at 1-800-962-0927.

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

3. File a freight claim directly with the appropriate freight company.
4. Your business is responsible for ordering and paying for the parts and submitting the claim to the freight company.

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Filing a Freight Claim When Product is Damaged during Shipping

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 1-920-929-5893:
 - 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 can assist the dealer and/or boatbuilder with filing the claim with the carrier for recovery of the repair costs. Contact Mercury's Transportation Department at 1-920-929-5000.

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 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.**

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 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 at 1-800-962-0927.
5. File a freight claim directly with the appropriate freight company.
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 1-920-929-5893:
 - 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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