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## Filing a Freight Claim When Serialized Product is Damaged During Shipping

### Scope

Worldwide

### 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.
3. If the TIP N TELL® indicator has been activated or removed.

**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.

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## General Required Photograph Guidelines

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



Top angle front end



63627

Top angle rear end



Front end left side



63628

Front end right side

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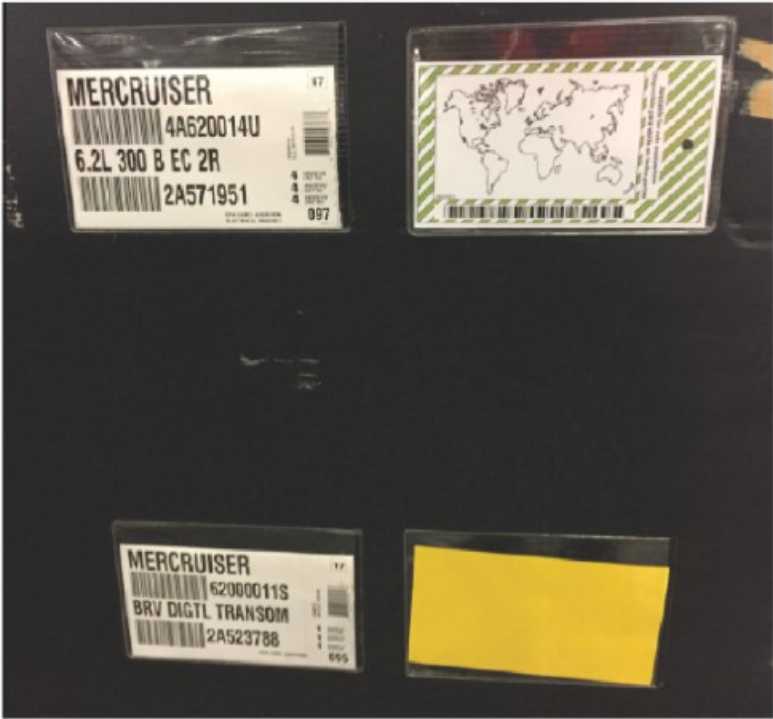


Rear end left side



Rear end right side

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Engine labels

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Front bracket



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Front bracket



Brackets



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Show specific damage

## Filing a Freight Claim With a Carrier After Accepting Visibly Damaged Products

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.

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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 With Mercury Marine

Direct from Mercury to first delivery point only. Dealer/OEM has one year from the invoice date to submit a concealed damage claim.

1. Gather the following required information:
  - Copy of delivery receipt
  - Picture of box
  - Pictures of engine **inside** the crate
  - Pictures of damaged areas
  - Parts list required for repair
2. As soon as damage is found, go to MercNET and complete the Concealed Damage Form, located under MercNET/Handy Tools/Forms/Service Forms/Concealed Shipping Damage Process.
3. The dealer/OEM will be contacted by Mercury within two business days.

**NOTE:** For questions on the Concealed Damage Form, contact Mercury Marine Technical Support.

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