



Overage, Shortage, and Damage Claim Form

Please Submit completed forms by e-mail to:
OS&D@stevensind.com
****Please fill out this form to the best of your ability****

Claimant

CCR Ticket # (Stevens Issued after submission)

Company

Shipper Address:

Consignee Address:

Carrier:

Carrier Pro Number:

Notes:

**** Indicates a Required Field for claim submission**

****Your Contact name and number**

**** Pieces/Items**

****Location of Freight**

****Is product still packaged for reshipment?** Yes or No

**** Was an exception noted on the delivery receipt at the time of delivery?** Yes or No

**** Stevens Order Number:**

Bill of Lading Number:

Pick Up Date:

Delivery Date:

Claim Information

Loss Damage Shortage Overage

Please submit any available documentation with completed form:

<input style="width: 90%;" type="text"/>	Bill of Lading	
<input style="width: 90%;" type="text"/>	Freight Bill	
<input style="width: 90%;" type="text"/>	Original Invoice	(to support the product value)
<input style="width: 90%;" type="text"/>	Inspection Report	(if applicable)
<input style="width: 90%;" type="text"/>	**Repair Invoice	(if applicable)
<input style="width: 90%;" type="text"/>	**Pictures	(if applicable)

Stevens Use:

RMA #	<input style="width: 85%;" type="text"/>
Load #	<input style="width: 85%;" type="text"/>
Claim #	<input style="width: 85%;" type="text"/>
Claim Amount	<input style="width: 85%;" type="text"/>



Overage, Shortage and Damage (OS&D) Reporting Policy

Freight Overages/Mis-Shipped Material

In the event of an overage, you must notify Stevens via one of the below methods **within 20 days of receipt**. Failure to do so will result in a denied claim submission.

- Email OS&D@stevensind.com
- stevensind.com online claim form

Process Requirements:

1. Overage goods must be checked against the Bill of Lading (BOL) or packing slip.
2. Check label on all cartons for consignee address.
3. If consignee address is different, accept the freight and notify Stevens Industries to obtain reship instructions.
4. Accept unlabeled items and items labeled for you but not on the packing list, then notify Stevens and provide the following information:
 - Stevens order number
 - Purchase order number if available
 - Items and Units
5. Obtain Return Material Authorization (RMA) letter and disposition.

Freight Shortages

In the event a shortage has occurred, the freight must be noted on the carrier delivery receipt. Notify Stevens via one of the below methods **within 20 days of receipt**. Failure to do so will result in a denied claim submission.

- Email OS&D@stevensind.com
- stevensind.com online claim form

Process Requirements:

1. You must make note of the shortage on the carrier delivery receipt at time of delivery, before signing for it.
2. Retain a copy of the signed delivery receipt indicating the shortage; this will be required for claim submission.
3. Before submitting claims determine which unit or items are missing.
4. The following is required when emailing:
 - Stevens order number
 - Purchase order number if available
 - Items and units missing
 - Copy of delivery receipt with carrier pro #
5. Obtain Return Material Authorization (RMA) letter and disposition.

Visible Damage

In the event of visible damage at time of delivery, you must accept the freight from the carrier; do not refuse damaged material. You must notify Stevens via one of the below methods **within 20 days of receipt**. Failure to do so will result in denied claim submission.

- Email OS&D@stevensind.com
- stevensind.com online claim form

Process Requirements:

1. Visible damage examples include: torn, dented or open carton, dented enclosure, scuffs or scrapes.
2. You must note the damage on the carrier delivery receipt, at time of delivery and before signing for it, as “BOX CRUSHED POSSIBLE DAMAGE”.
3. DO NOT refuse shipment.
4. Retain a copy of the signed delivery receipt indicating the damage; this will be required for claim submission
5. The following is required when emailing:
 - Stevens order number
 - Purchase order number if available
 - Item and units damaged
 - Copy of signed delivery receipt
 - Pictures of damaged freight
6. Obtain Return Material Authorization (RMA) letter and disposition.

Concealed Damage

If concealed damage is found after the initial receipt, you must notify Stevens via one of the below methods **within 5 days of receipt**. Failure to do so will result in a denied claim submission.

- Email OS&D@stevensind.com
- stevensind.com online claim form

Process Requirements:

1. Concealed damage examples: carton or stretch film intact, no sign of damage, but product inside is damaged.
2. Upon receipt always make visual inspection of units/boxes, looking for any type of damage. Mark any visible damage on delivery receipt and follow visible damage process requirements.
3. Before submitting a claim determine which unit or items have concealed damage.
4. The following information is required when emailing in regards to the claim:
 - Stevens order number
 - Purchase order number if available
 - Items and units damaged
 - Picture of packaging and item
5. Obtain Return Material Authorization (RMA) letter and disposition.

Note: Claims not paid on customer routed shipments. If product is moved from original consignee’s location, Stevens can not file claim for any loss or damage.