



Kutol Products Carrier Claim Policy – 9/1/22

To help reduce our overall freight expense and maintain Kutol's current prepaid freight program, Kutol is requesting your assistance in holding our freight lines accountable for short or damaged shipments.

If a shipment arrives with damage or a shortage of product, the customer should sign the Carrier's Bill of Lading and note any issue with item numbers and quantities. It is imperative that the **CARRIER** Bill of Lading/POD be signed, **NOT** the Kutol packing slip.

Customers must submit a copy of the Carrier Bill of Lading/POD with discrepancies noted to Kutol within 48 hours via email to sales@kutol.com. Most carriers only allow a 48-hour window to file a claim for damaged/short deliveries. If a claim is not disclosed until time of payment Kutol will not be able to file a claim with the carrier, therefore we will be unable to provide credit to the customer for the damaged/short items.

**** The damaged product needs to be either refused (preferred) or set aside for Kutol to arrange pick up. ****

Also please note, if the customer signs the Carrier's Bill of Lading/POD with "Subject to Count" the carrier will deny any claim filed, the Bill of Ladings/POD's should be signed by the receiving customer with no less than the actual pallet count received.

If a shipment is received with damages, Kutol appreciates any pictures that can be taken of the damaged product. Submit all claims and pictures to sales@kutol.com.

Thank you for your assistance.

A handwritten signature in blue ink that reads "Brandon Jones".

Brandon Jones

Vice President of Sales

