

SMART Customer Claims

FREIGHT CLAIMS

Valid Freight Claims Must Be:

- Small Parcel shipped on a SMART Account and submitted within **30 days** of the delivery date.
- TL/LTL arranged by SMART and submitted within **270 days** of the delivery date.
 - Standard Form of Loss Claim and Damaged filed within **2 business days** of receipt.
 - Concealed damage claims must be filed within **1 day** of receipt.
- Perishable goods – We do not submit claims per carriers. Recommend for customer to get Supply chain insurance.

Mandatory Requirements to File a Freight Claim:

Claims Filing Process Now Automatically Requires the Following Be Attached Before Claim Will Be Submitted

- Photos of damaged products. If photos are not provided, a claim request will not be considered.
- Wholesale invoice; showing value of the product.
- Repair invoice if product can be salvaged; if not salvageable, then documentation of why the goods cannot be salvaged.
- Signed BOL notating the shortage or damaged product.
 - Damaged product(s) must be put in a **HOLDING** area within SMART until carrier approves or denies the claim.
 - If damaged goods must be disposed of before the claim has been processed, the customer must provide SMART with a disposal certificate.
- Customer may **not** withhold payment of undisputed invoices pending SMART's review and resolution of any claim

FAQ:

What is considered a freight claim?

- Damaged, unusable product and/or products that are received short or lost. All shorts, losses and damages must be notated on a signed BOL/POD

Who submits a Service Now case for a freight claim?

- Consignee/Customer must submit a ServiceNow ticket via the Freight Claim Selection for the CSS to review.

What is NOT considered a freight claim?

- Shipments that were delivered to the incorrect delivery address then re-delivered to the correct delivery address and all the units were in good standing.
- Paid for two-day shipping, carrier did not deliver within the two-day window.
- Delivery to a wrong address but the wrong address was the address provided to SMART.
- Damaged upon arrival but all the inner contents of the package are usable and or sellable or pallet is damaged with no damage to the cases. Missing shrink wrap, no damage to any of the units.
- Carrier missing their appointment OR showing up past appointment time.
- Customer states they did not receive their small parcel shipment, but UPS/Fed-Ex shows they delivered to the correct address.

ALL OTHER CLAIMS



Valid Claims Must Be:

- Claim for damages arising solely due to SMART's failure to exercise the standard of care required under UCC 7.
- Credit requests for invoicing discrepancies for an amount equal to or greater than **\$20.00** (without aggregating credit requests).
- Submitted to SMART via the ServiceNow portal within sixty (60) days after the incident giving rise to such claim. Claims outside of the sixty (60) day window are waived by Customer (including for retroactive credits for amounts invoiced or events occurring prior to 60 days from the initial request).

Mandatory Requirements to File a Claim:

Claims Filing Process Now Automatically Requires the Following Be Attached Before Claim Will Be Submitted

- Photos of all damaged or missing products. If photos are not provided, a claim request will not be considered.
- Wholesale invoice; showing manufactured value of the product.
- Repair invoice if product can be salvaged; if not salvageable, then documentation of why the goods cannot be salvaged.
- Detailed statement of the circumstances of the lost or damaged product at the SW warehouse.

NOTE: except as otherwise agreed in writing between SW and customer, the maximum collective liability of SW arising out of or related to loss or damage to Goods, however caused, shall not exceed the lesser of (i) customer's actual damages, or (ii) \$0.50 per pound or \$1.00 per cubic foot of the portion of the Goods lost or damaged.

- For invoice discrepancy credit requests:
 - Invoice number
 - Line items in the invoice that are being disputed
 - Detailed statement of why Customer is disputing the line items in the invoice
- Customer may **not** withhold payment of undisputed invoices pending SMART's review and resolution of any claim

FAQ:

What is considered a claim?

- Damaged, unusable or missing product and/or products at a SMART facility solely due to SMART's failure to exercise the standard of care required under UCC 7.
- Credit requests for invoicing discrepancies for an amount equal to or greater than **\$20.00** (without aggregating credit requests).
- All other claims relating to the storage and handling of Customer's goods by SMART.

Who submits a Service Now case for a claim?

- Customer must submit a ServiceNow ticket for the CSS to review.

What is NOT considered a claim?

- Credit requests for invoicing discrepancies in an amount less than \$20.00 (individual and aggregated claims).
- Claims for damaged, unusable or missing product caused by a third party or not solely arising from SMART's failure to exercise the standard of care required under UCC 7.
- Claims seeking insurance coverage on a Customer's goods. Customer must look to its own "all risk" insurance coverage.