

# Freight claim process

Applicable to Policy 25-000C,  
Rev #10G, FCA terms

## Claim handling

According to policy 25-000 C Rev #10G in the standard selling terms, when a customer buys product from Eaton, the risk of loss is the Buyer's responsibility. By providing a logical and efficient means to file freight claims, we aim to mitigate this risk for our customers.

Should a problem arise with shipping, **customers should not refuse shipment nor deduct payment.** To begin the claim process, first determine your shipment type:

- **Non-parcel shipment claims**, defined as truckload, less-than-truckload, ocean and heavyweight air, claim can be sent in directly to carrier OR Eaton is offering Expeditors Cargo Insurance and Brokerage (ECIB) as a third-party adjuster. See contact info page 3.
- **Parcel shipments claims**, primarily Purolator. Customer contacts Purolator and provides proof of cost for the lost or damaged goods.

## Filing a claim

On all shipments—non-parcel and parcel—customers must provide notification and have the claim process started within 15 days of receipt.

Carriers are responsible only for the value of the shipment damaged.

To begin the freight claim process for either shipment type, gather all required documentation. Having this information ready from the beginning will greatly streamline the process.

## Required documentation

1. **Claims statement**  
Itemized damage list, explanation of claimed amount, replacement document, etc.
2. **Value verification**  
Commercial/customer invoices.
3. **Transportation documents**  
Bill of lading, packing slip, waybill, etc.
4. **Delivery documentation**  
Delivery receipt noting exception.

## Supplemental documentation

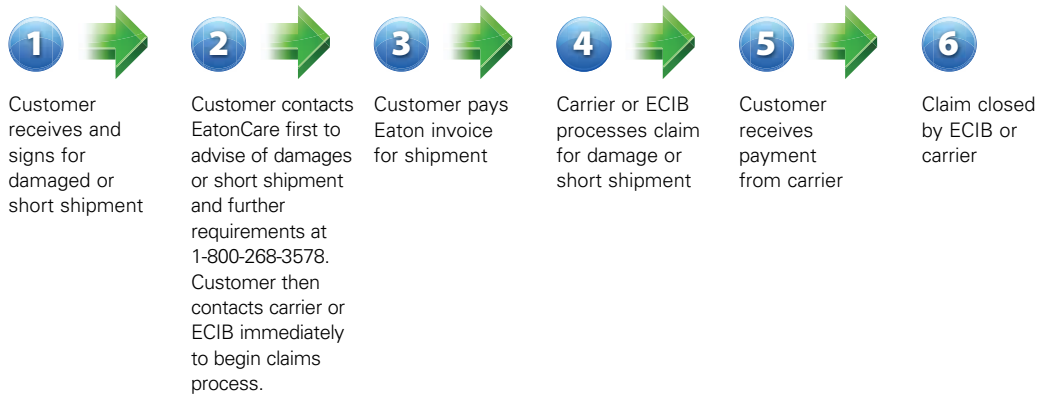
1. Photos of damaged product, packaging, cartons or any indications of shipment tampering are strongly encouraged.
2. Documentation to substantiate inspection—testing, repairs, etc.
3. Any reports following involvement with government authorities.
4. All correspondence between Eaton and external parties involved with the loss.



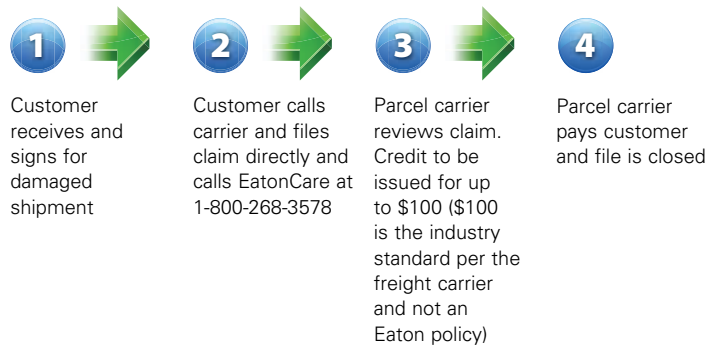
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## Non-parcel



## Parcel Stocked in DCs



**Note:** Customers are to be advised that, per the Eaton sales policy 25-000 Rev #10G, the risk of loss is their responsibility. At the time of delivery, the customer is expected to inspect the shipment for any damages or shortages. Damaged or short freight should never be refused by the customer. If product is received short or damaged, the customer should note the exception(s) on the delivery receipt provided by the driver. Concealed damages, or damage to product when the delivery receipt is signed for clear, will prohibit claimant from receiving full product value when claiming carrier.



## Non-parcel shipment claims with ECIB

1. If a shipment appears to have damaged or missing items, the customer must still accept the cargo. Make sure to clearly note the exceptions on the delivery receipt/transportation document.
2. Customer should then contact the carrier or Eaton's third-party claims administrator, ECIB, to report a carrier damage claim. ECIB's website: <https://trace.expeditors.com/isapi/wic.dll>
3. ECIB will begin the freight claim filing process, which will require that supporting documentation be provided by the customer. Claims can take approximately 90–120 days to resolve.
4. Customer will be contacted by ECIB should further information be needed and when the claim is resolved.

*If information or updates are needed at any point in the process, please contact ECIB and reference your claim ID number.*

### ECIB contact information

#### Web

The preferred method for contacting ECIB is through their website: <https://trace.expeditors.com/isapi/wic.dll>

#### Call center

1-800-706-5640  
(USA and Canada)  
1-206-393-5761 (International)

#### Email

[eatoncargoclaims@expeditors.com](mailto:eatoncargoclaims@expeditors.com)

#### Fax

1-206-439-5114

#### Standard hours of operation

9:00 a.m.–8:00 p.m. EST

**Emergency After-Hours  
Support Available**



# FAQs

## For small parcel damage on material stocked in the Distribution Centers

(Parcel shipment is defined as Purolator, FedEx Ground or UPS Ground and Air, which is less than 150 lbs.)

**Q: Who do I contact if I have a damaged parcel that has been delivered by Purolator, FedEx or UPS?**

**A:** Contact carrier directly.

**Q: What time of day will they pick up my damaged parcel shipment?**

**A:** Once you have notified the carrier and the call tag is issued, the relevant carrier will pick up the damaged parcel for return during your normal business hours.

**Q: Is there a time limit by which I have to contact the carriers if I have a claim?**

**A:** Yes, it's 15 days after receipt of delivery.

**Q: What information will the carriers need when I contact them?**

**A:** Pro number, general order number and the purchase order number that applies to the shipment. In addition, a contact name, email, phone number and normal hours of operation for your business so the carrier can arrange for the return.

## For all non-parcel damages or shortages

(Non-parcel shipment is defined as truckload, less-than-truckload, ocean and heavyweight air.)

**Q: Who do I contact if I have damaged material or a shortage on a non-parcel shipment?**

**A:** For non-parcel shipments, contact EatonCare first to report the damage or short. Then notify the carrier or Expeditors Cargo Insurance Brokers (ECIB) at 1-800-706-5640.

**Q: Should I refuse the damaged material?**

**A:** No, accept the product and sign the delivery receipt, noting damage or shortage and any other details.

**Q: Is it necessary for me to keep the original damaged material?**

**A:** Yes, if at all possible.

**Q: How do I get replacements for damaged material?**

**A:** You can reorder at original purchase price on Global Vista (or GVOTW), or contact EatonCare at 1-800-268-3578 to have them add replacement items to your existing purchase order. For non-parcel shipments, claimants are required to mitigate damages; therefore, prior to reordering, it should be determined if product can be repaired.

**Q: Will my reorder be at no charge?**

**A:** No, you will be invoiced in full for your reorder.

**Q: What happens if the customer chooses their own carrier and pays to ship the freight?**

**A:** Since the carrier was the customer's choice, they have full responsibility to file the claim and recover from the carrier.

**Q: What if the customer finds that the product was delivered damaged/short after the carrier has left and did not note the exception on the delivery receipt?**

**A:** The customer should contact the appropriate group handling the freight claim, or ECIB. Claim will be reviewed and, if notified within the appropriate time window (15 days), a claim will be filed. The customer should note that it is unlikely they will receive full value of the claim for non-parcel, but ECIB will attempt to obtain maximum credit.

**Q: Is there a time limit by which I have to contact ECIB?**

**A:** For non-parcel shipments, it is recommended to contact ECIB immediately. However, you do have up to 9 months to file a claim. Keep in mind that results of recovery improve the sooner you file the claim.

For non-parcel shipments containing concealed damage or shortage, you have 15 days in which to report to the ECIB.

**Q: What information will ECIB need when I contact them?**

**A:** Pro number, general order number, the purchase order number and the invoice number that applies to the damaged material, plus a contact name, email and phone number.

**Q: What if a customer calls and advises that they filed a freight claim through ECIB and it was denied?**

**A:** Due to the terms of our selling policy, the customer is still obligated to pay the Eaton invoice in full. Eaton can work internally to see if there is a possibility of mitigating the costs for the customer.

**Q: Can incremental or expedited costs be included in the freight claim?**

**A:** No, claims can be filed only for the original item value. Additional costs to expedite the replacement would not be included in the original item value.

**Q: What about direct shipments from a supplier to an Eaton customer?**

**A:** The same rules apply as for shipments from an Eaton facility.

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