OVERAGE, SHORTAGE & DAMAGE (OS&D) FORM

MERCHANDISE RECEIVING & CLAIMS

If merchandise is completely damaged, please refuse the delivery and notify us immediately. If partially damaged, notify Pride Customer Service ASAP. Count units/cartons to match the packing list.

On the Bill of Lading (B/L), sign only for those units/cartons received.

MISSING ITEMS FROM SHIPMENT
Clearly mark the missing items and quantities on the B/L and accept the shipment. Notify Pride Customer Service within 24 hours by phone or fax.

VISIBLE OUTSIDE DAMAGE
Carefully inspect all delivered cartons for visible outside damage or signs of possible concealed damage. Note outside damage on the B/L before handing it to the carrier. Please take photos for documentation.

CONCEALED DAMAGE/SHORTAGES
If damage is discovered after unpacking merchandise, notify carrier and Pride Customer Service immediately. Customer will be responsible for any concealed damages not reported to carrier or Pride within 24 hours of delivery. Failure to report shortage or breakage claims within 24 hours may result in a refusal of the claim by the Carrier and a subsequent denial of the claim to the customer. Please take photos for documentation.

Keep the original carton and damaged item until claim is resolved. Failure to do so may result in a refusal of the claim by the Carrier and a subsequent denial of the claim to the customer.

RETURN MERCHANDISE (RM)/EXCHANGE
No returns/exchanges will be accepted without prior authorization.

PLEASE COMPLETED AND RETURED FORM WITH PHOTOS TO PRIDE AT service@thepridegroup.com

Company: _____ Account Number: _____ Date: _____

Contact: _____ Email: _____ Ph. : _____

Sales Rep: _____ Sales Order #: _____ Invoice #: _____

B/L # _____ Packing List #: _____

	Item #	Description	Size	Overage Qty	Shortage Qty	Damage Qty	Action Requested (Ex: Replace/Store Credit)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

REASON FOR CLAIM

_____

_____

_____