



# Transit Damage Claims

## Billerud Easy Claim

Billerud is committed to providing excellent product quality and service to our customers. In an effort to deliver on these expectations, we have established and implemented best practices in loading and bracing methods in preparing our shipments to you.

In the event that transit damage does occur, Billerud offers to assume responsibility for filing the properly documented transit damage claims submitted by our customers with the carrier. Damage claims must be filed within 60 days of receipt for visible or concealed damage. (Billerud will only accept water damage or crushed cores as concealed damage.) The Billerud Easy Claim program is designed to handle only transit claims, including non-carrier transit damage (i.e., damage from improper handling.)

To facilitate prompt processing of claims and to enable efforts to reduce future transit damage, customers are required to follow the Billerud Easy Claim guidelines. Billerud Easy Claim will process a valid claim, with the required documentation, within 14 days of receipt. We ask roll customers to file claims only when damage exceeds 250 pounds to minimize administrative costs. A credit invoice will be applied to the customer account by Billerud to honor the claim. This credit invoice must be used as a deduction from a future payment.

### PROGRAM GUIDELINES

Please follow these Billerud Easy Claim Program Guidelines so we may initiate your credit on valid, properly documented claims within 14 days from the time we receive your paperwork. The Billerud Easy Claim program will then process your transit claim with the carrier.

- **Accept and unload the damaged product** – Do not refuse to unload damaged product. Receivers are required to accept damaged product and to mitigate the financial impact of the claim. Refusing to accept a load may negatively impact the amount that can be recovered. Damaged material from LTL shipments can be refused. The undamaged material must be unloaded. All documentation requirements must still be met.
- **Upon receipt of a shipment, note the type and extent of all visible damage** – Have the driver and receiver sign the delivery receipt/bill of lading noting damage. If the driver refuses to sign the receipt, make note of the driver's name and refusal on the receipt. It is important for the receiver to provide the opportunity for the driver to observe the unloading of the freight to support the damage claim. Submit photographs to document the damage.
- **For rail shipments and intermodal/piggyback shipments, contact the destination carrier to report the damage within 24 hours** – Notifying the railroad is a requirement for filing a claim with Billerud. Send railroad notification documentation with the claim. Note the location of the damaged rolls, and submit photographs of damaged rolls in the railcar or intermodal container as well as after unloading to document the damage. If a physical problem with the railcar exists, ex roof leaking, contact your local rail carrier to place the car in "Bad Ordered" status for repair.

- **File a claim within 60 days of delivery** – Complete all sections of the Billerud Easy Claim program Loss and Damage claim form and submit copies of the following supporting documentation:
  - Signed delivery receipt with specific damage identified – List all damaged rolls/skids by MNARI and type of damage on the BOL. Have the driver sign acknowledging the damage. Noting “subject to inspection” is not evidence of damage on delivery. Deliveries must be inspected upon receipt.
  - Carrier notification information for rail shipments, including the web notification number for railroads which require receivers to notify the railroad via their website.
  - Photographs of damage, including the doorway and product in the vehicle if possible. Photographs of the outer packaging, as well as the white paper, are required – particularly if the damage is concealed. Multiple photographs are generally necessary to evidence damage and determine responsibility.
- **Contact name/telephone/email address** – Please include this information for each party responsible for the claim: Disposition (pick-up) contact, credit receiver contact, etc.
- **Mitigation Requirements** – Retain damaged product until disposition is provided. While we understand the impact this has on your business, carriers have a legal right to inspect or salvage the material. Delays in claim handling will be addressed individually. The Billerud Easy Claim representative will determine disposition and will assist with removal of the damaged product. Every reasonable effort should be made to mitigate the loss.
- **Submit your claim to Billerud via:**
  - Email: [eascla@billerud.com](mailto: eascla@billerud.com)
  - Mail: Billerud Easy Claim Administrator
    - Billerud Corporation
    - 8540 Gander Creek Drive
    - Miamisburg, OH 45342
- **Invoicing** – Pay Billerud invoices in full. A credit will be issued when the transit damage claim is processed. Do not take unauthorized debits for submitted transit damage claims. Credits may be held for carrier acquiescence if documents or evidence are missing. The Billerud Easy Claim program will replace the invoice price of the product on an accepted claim. We are not able to consider other material losses, labor, or machine downtime.

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