

Please follow these guidelines and best practices to ensure products received are complete and in good condition. This will also ensure that a shipping claim and return authorization (RA) can be filed without issues if necessary.

## Inspect packages for damages and/or shortages

### Before signing for a delivery, inspect all packages.

- Confirm the number of packages noted on the Delivery Receipt matches the number of packages you physically received.
- Orders shipped via freight will always ship on a pallet from DOW. If your order is not on a pallet, is not stretch wrapped, or is missing DOW's labels, make sure that you carefully inspect all items for damage and/or shortages as this shipment may have been compromised.
- If the pallet is stretch wrapped in any color other than clear stretch wrap, that is also a sign the shipment has been compromised. DOW will only use clear stretch wrap, and color wrap indicates the carrier has re-wrapped the pallet.

### In the case that you are receiving a shipment where the packaging is not in pristine condition or there is a concern as to how it was delivered, please follow the below steps.

- The first step is to write "DAMAGED" on the Delivery Receipt (DR) if you see damaged cartons/items.
- If the quantity received is lower than the quantity noted on the DR, then write "SHORTED" on the DR and notate the specific number of cartons/items missing prior to signing the DR.
- The next step is to take pictures of the damaged packages at the time of delivery prior to signing the DR.

### After you have noted the package damage, there are two options:

1. Refuse the damaged product(s) which will result in the packages being returned to DOW.
  - a. Notate the item(s) you refused from the delivery prior to signing.
  - b. After making all necessary notes, if you're receiving any part of the delivery, sign the DR.
  - c. If refusing the entire delivery, notate the refusal on the DR.
  - d. Contact DOW's RA department immediately ([RA@dowtechnologies.com](mailto:RA@dowtechnologies.com)) to begin the process of getting replacement product(s).
2. Accept the damaged product(s) (NOTICE: if you choose this option you must get an exception number from the carrier/driver before signing for the delivery.)
  - a. Where you noted "DAMAGED" on the DR, add-PENDING INSPECTION prior to signing.
  - b. Note which items are damaged and will be inspected.
  - c. After making all necessary notes, sign the DR.
  - d. Inspect and test product(s) within 24 hours of receipt so DOW can file a claim with the carrier as soon as possible.
  - e. If you determine there is damage to the product(s), please contact [RA@dowtechnologies.com](mailto:RA@dowtechnologies.com) immediately to begin the Return Authorization process
  - f. Please be sure to keep all original packaging

Notice: To return any merchandise, the pickup address must be the same address to which the original delivery was made, or the claim will be automatically denied.

## Verify Product and Quantity

The next step in receiving is to verify that the product received is what was shipped.

- Find the packing slip and confirm the product and quantity received matches what is listed on the packing slip.
- In the case of a partial shipment where items are missing, you may accept the shipment but be sure to note the missing items on the DR.

If there are any discrepancies, please contact your account representative immediately.

## Hidden Damage

Even if the product packages have no visible damage and all products were received, the process isn't done yet. There is always the potential of hidden damage(s) to products even without visible damage to the carton. This most often occurs with televisions, but it can occur on other products. There is a very limited time frame to file a claim for hidden damage. Even if you are not installing an item immediately, open the box and plug it in to ensure there is no damage. If you find there is damage to an item, contact DOW immediately ([RA@dowtechnologies.com](mailto:RA@dowtechnologies.com)) to start the claim process.

To ensure your inventory is accurate and to avoid fiscal losses, please ensure everyone in your company is properly trained to receive all deliveries according to these practices.

