

Freight Damage Policy

For Communications and Energy Products

This Freight Damage Policy only applies to communications and energy product shipments that are arranged and pre-paid by Superior Essex. All freight collect or third party shipment damages are the full responsibility of the billed party.

Superior Essex endeavors to use reputable and dependable carriers, but occasionally shipping damage and loss does occur. Resolving freight claims against carriers depends largely on your timely response and cooperation. If this policy is not followed, Superior Essex will not be able to file a claim against the carrier and bears no responsibility for freight claims or damage.

Always inspect shipments upon receipt prior to signing for them. If you notice freight damage or shortages, it must be notated by you when signing for the shipment. You must note, in reasonable detail, the damage or missing items on all copies of the carrier's delivery receipt. Please have the freight driver sign all copies to acknowledge your damage/shortage notation and keep a copy for our records. You are also required to photograph all damage immediately and record the date the photograph was taken. Under no circumstances should you refuse the shipment - for that can delay the claim process.

Even if no damage or loss is suspected, inspect all shipments thoroughly within 24 hours of receipt. If you have signed for a shipment and later identify freight damage or shortage that was not visible at the time receipt, you have only 7 days to notify us of the damage from the date you received the shipment. The sooner concealed damage is discovered and reported, the better. Because you previously signed the receipt stating the shipment was fine, we only have 15 days after delivery to make a claim with the carrier. You must hold on to all damaged products and their packing material for inspection.

Once you notice damage or missing items, please send an email to freightclaims@spsx.com immediately to report damage or loss and also attach the photographs of the damage so we can notify and forward to the carrier. Failure to give Superior Essex timely notice and photographs shall constitute your unqualified acceptance of the shipment. Once you communicate with our representative, they will inform you of the next steps.