

Dec. 15, 2021

**Dear Valued Customer,**

As your trusted supplier of packaging, shipping and safety supplies, Wrap-Tite aims to do everything possible to prevent damage or product loss that may arise during shipment. However, in the unfortunate event products delivered to you do not meet your expectations, we want to be sure that you are compensated fairly.

That is why we would like to bring your attention to the requirements included on each of our Bills of Lading. Most importantly, we request that you denote all damage and/or product loss on the Bill of Lading at the time of receipt. In addition, all damage should be photographed while the product is still on the pallet, and preferably while still on the truck or loading dock. This is crucial when we communicate with the freight company and need to substantiate the claim.

Unfortunately, if a submitted Bill of Lading does not include an account of the damage or loss of product, we will be unable to process any claim.

If you have any questions or concerns, please reach out to your Sales Rep. Thank you for your assistance with this request.

Sincerely,

