



CONNECT AND PROTECT

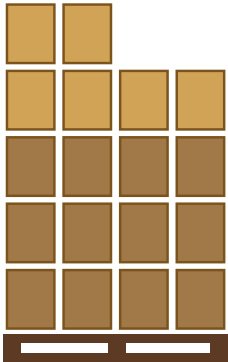
Overage, Shortage and Damage (OS&D) Reporting Policy

Scope: This Policy applies to all nVent/Hoffman Distributors or end Customers that are approved and authorized to purchase directly from nVent HOFFMAN.


nvent

HOFFMAN

OVERAGE AND SHORTAGE PROCEDURES



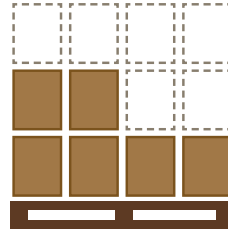
FREIGHT OVERAGES

In the event of an overage, you must notify nVent HOFFMAN Product Services via one of the methods below within 20 days of receipt. Failure to do so will result in denied claim submission to nVent HOFFMAN.

- email standardclaims@nvent.com
- HOFFMAN Connect
- phone (763) 422-2642

Process Requirements:

1. Overage goods must be checked against the Bill of Lading (BOL) or delivery receipt
2. Check label on all cartons for consignee address
3. If consignee address is different, accept the freight and notify nVent HOFFMAN Product Services to obtain reship instructions
4. Accept unlabeled items and items labeled for you but not on the packing list, then notify nVent HOFFMAN Product Services and provide the following information:
 - Purchase Order number
 - Sales Order number
5. Item and Units
6. Obtain Return Goods Authorization (RGA) letter/ material disposition



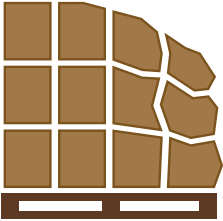
FREIGHT SHORTAGES

In the event a shortage has occurred, the freight must be noted on the carrier delivery receipt. Notify nVent HOFFMAN Product Services via one of the methods below within 20 days of receipt. Failure to do so will result in denied claim submission to nVent HOFFMAN.

- email standardclaims@nvent.com
- HOFFMAN Connect
- phone (763) 422-2642

Process Requirements:

1. You must make note of the shortage on the carrier delivery receipt at time of delivery, before signing for it
2. Retain a copy of the signed delivery receipt indicating the shortage; this will be required for claim submission
3. Before submitting claims to nVent HOFFMAN Product Services, determine which unit or items are missing
4. The following is required when calling or emailing nVent HOFFMAN Product Services:
 - Purchase Order number
 - Sales Order number
 - Item and units missing
 - Copy of delivery receipt with carrier PRO#
5. Obtain Return Goods Authorization (RGA) letter/ material disposition

**Note:**

Applies only to orders shipped and paid for by via nVent HOFFMAN preferred carrier. Claims not paid on customer routed shipments. If product is moved from original consignee's location, nVent HOFFMAN cannot file claim for any loss or damage.

VISIBLE DAMAGE

In the event of visible damage at time of delivery, you must accept the freight from the carrier; do not refuse damaged material. You must notify nVent HOFFMAN Product Services via one of the methods below within 20 days of receipt. Failure to do so will result in denied claim submission to nVent HOFFMAN.

- email standardclaims@nvent.com
- HOFFMAN Connect
- phone (763) 422-2642

Process Requirements:

1. Visible damage examples: torn, dented or open carton, dented enclosure, paint scuffs or scraps
2. You must note the damage on the carrier delivery receipt, at time of delivery and before signing for it, as, "BOX CRUSHED POSSIBLE DAMAGE"
3. DO NOT refuse shipment
4. Retain a copy of the signed delivery receipt indicating the damage; this will be required for claim submission
5. The following is required when calling or emailing nVent HOFFMAN Product Services:
 - Purchase Order number
 - Sales Order number
 - Item and units missing
 - Copy of signed delivery receipt
 - Pictures of damaged freight
6. Obtain Return Goods Authorization (RGA) letter/ material disposition

CONCEALED DAMAGE

In the event concealed damage is found after the initial receipt, you must notify nVent HOFFMAN Product Services via one of the methods below within 20 days of receipt. Failure to do so will result in denied claim submission to nVent HOFFMAN.

- email standardclaims@nvent.com
- HOFFMAN Connect
- phone (763) 422-2642

Process Requirements:

1. Concealed damage examples: carton or stretch film intact; no sign of damage, but product inside is damaged
2. Upon receipt always make visual inspection of units/ boxes, looking for any type of damage (e.g. crushed, torn, holes, bends, scratches, etc.). Mark any visible damage on delivery receipt and follow visible damage process requirements
3. Before submitting claims to nVent HOFFMAN Product Services, determine which unit or items have concealed damage
4. The following is required when calling or emailing nVent HOFFMAN Product Services:
 - Purchase Order number
 - Sales Order number
 - Item and units damaged
 - Picture of container and item
5. Obtain Return Goods Authorization (RGA) letter/ material disposition

nVent HOFFMAN Product Service
Phone: (763) 422-2642
Email: standardclaims@nvent.com
HOFFMAN Connect

Our powerful portfolio of brands:

CADDY

ERICO

HOFFMAN

RAYCHEM

SCHROFF

TRACER



[nVent.com/HOFFMAN](https://nvent.com/HOFFMAN)