



## OFM Concealed Damage Policy

OFM CD Policy  
v1.0 - 11/13/09

Any visual shortages or damages **MUST** be noted in writing at **TIME OF DELIVERY** on bill of lading. Freight Carriers will not accept verbal information that differs from signed bills of lading at time of delivery. Therefore Concealed or Visual Damages must be filed with the freight carriers within 10 days of receipt of goods and shortages must be noted immediately upon receipt and bills of lading must be signed short of merchandise. Concealed Damage and Shipment Shortages Claims made after the 10 day grace period have been very difficult to recover. OFM will always try for you; however our experience tells us we recover a very small percentage of claims made after the grace period has expired. All orders shipped to APO/FPO locations will incur additional carton handling charges.