

Circulate to:  Sales Manager  Accounting  Service Manager  Technician  Parts Manager

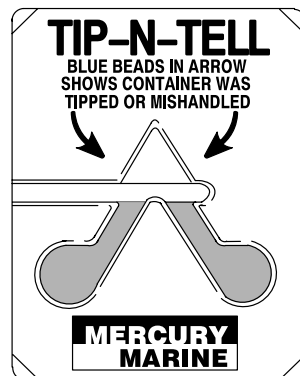
## Engine Shipping Damage and Missing Parts

### Situation

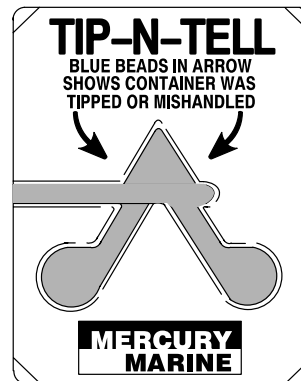
The incidence and high costs of damage and missing parts is a continued concern. Manufacturing quality controls and random packaging audits show that virtually all damage and parts missing from engine cartons occurs after the engine is shipped from Mercury Marine. Mercury Marine continues to work to improve packaging to prevent damage and missing parts. However, packaging alone cannot prevent damage from mishandling.

In late 2002 calendar year, a tip-over indicator (TIP-N-TELL) was added to certain shipping cartons. Since that time the shipping cartons have been improved and the (TIP-N-TELL) is no longer required.

Not Activated



Activated



ob00984

### Shipping, Handling, and Storage Responsibilities

- Mercury Marine is responsible for shipping carton adequacy and for not shipping product in obviously damaged cartons.
- Boat builders are responsible for shipping damage on engines shipped from the boat builder to dealers.
- Dealers are responsible for shipping damage on engines shipped to other dealers or to boat builders.
- Dealers are responsible for shipping damage on engines transported by dealers from Mercury Marine locations, or boat builder locations.
- Engines must be shipped and stored indoors in the orientation indicated by arrows on the carton.

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- Engine must be carefully off-loaded to prevent damage. Proper handling equipment, such as a forklift, is required to assure safe handling and to prevent engine damage.
- Recipient is responsible for inspecting the condition of cartons upon receipt, noting any damage observed on the delivery receipt, and accepting or refusing delivery of engines.

**NOTE:** Dealers are required to set up and demonstrate the engine to the customer at the time of delivery. Physical condition should be checked and acceptance noted on the customer delivery inspection checklist. **Warranty claims will not be accepted** for engines sold in the box, as this practice is strictly prohibited.

## Refusing Delivery from Trucking Company

Your business may refuse the engine from the trucking company if any of the following conditions exist:

1. The carton is damaged.
2. The carton is not in the proper shipping orientation.

If refusing delivery:

1. Inform the trucking company.
2. Order another engine to replace the refused engine from Mercury Sales or the boat builder.

## Freight Claims for Shipping Damage (Direct from Mercury Only)

**NOTE:** Inspection of product damage, shipping cartons and packaging materials may be required by the Carrier. Product must be retained until final settlement.

1. Inspect the product and determine repair parts and a labor estimate.
2. Order parts through MercNET or P & A Sales Department at 800-962-0927.
3. Fax the following to Mercury Marine, Attn: Transportation, Fax 920-929-5715.
  - Original Mercury product invoice.
  - Signed delivery receipt of original delivery with damage noted.
  - Replacement Mercury invoice and labor costs.
4. Mercury Marine will pursue a shipping claim on behalf of the dealer and/or boat builder with the Carrier to recover the repair costs. Contact Mercury's Transportation Department at 920-929-5000.
5. Please allow 60 days for claim adjustment.
6. If the freight company requires claim, your business is responsible for ordering and paying for the parts and submitting the claim to the freight company.

## Freight Claims for Concealed Damage (Direct from Mercury Only)

**NOTE:** Inspection of product damage, shipping cartons and packaging materials may be required by the Carrier. Product must be retained until final settlement.

If the carton appeared in good condition when delivered by the Carrier, but product damage was found later, the Carrier must be notified within 15 days of signing the Carrier's delivery receipt. **Failure to notify the Carrier will result in denial of any freight damage claims with the Carrier.**

1. Immediately notify the Carrier of the damage.
  - Inquire if Carrier will inspect product damage, shipping cartons and packaging material. Note the answer on the Carrier's delivery receipt.

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- List the data and the name of Carrier personnel that damage was reported to on copy of Carrier's delivery receipt.
2. Order parts through MercNET or P & A Sales department 800-962-0927.
  3. Fax or send the following to Mercury Marine, Attn: Transportation, Fax (920-929-5715).
    - Original Mercury product invoice.
    - Signed delivery receipt of original delivery.
    - Replacement Mercury parts invoice and labor costs.
    - Pictures of the undamaged carton, including a picture of the engine serial number mat on the carton.

**NOTE:** *Digital pictures can easily be sent electronically. Representative in Technical Service will supply E-mail address.*

4. Mercury Marine will pursue a shipping claim on behalf of the dealer and/or boat builder with the Carrier to recover the repair costs. If concealed damage is noted after 15 days of signing the Carrier's receipt, contact Mercury's Technical Support Group (see Technical Support section or the Policies and Procedures Manual) for assistance. All adjustments beyond the 15 day carrier delivery receipt are done as a goodwill adjustment on a case by case basis.

## Delivery to Customer

Claims for shipping damage will not be accepted after the engine has been delivered to the customer without pre-authorization. Follow the instructions previously listed to resolve shipping damage problems.

## Claims for Missing Parts

Dealers are to order parts missing from the engine or accessory cartons directly from Mercury Precision Parts. Complete and send a QuickFix request fax (following). Claim missing parts on a MercNET or paper warranty claim.

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