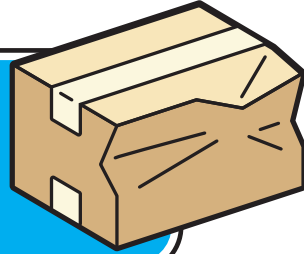


# DOW RECEIVING BEST PRACTICES

## DAMAGED SHIPMENT

**Damaged Shipment** — Physical damage to carton or item due to mishandling by carrier.

Visually inspect packaging at time of delivery.  
Open box if allowed.



**Refuse the Shipment.**



Notify the DOW RA Department of the **DELIVERY REFUSAL**.

Include necessary details:

- Invoice or packing slip number
- Product refused

**Accept the Shipment.**



Get an exception number from the carrier and note 'DAMAGED' on the delivery receipt before signing.



Inspect the product within 24 hours. Power up to test as needed.



**Product confirmed damaged.**



Notify the DOW RA Department of **DAMAGE**.

Submit necessary pictures:

- Box damage
- Damage of product
- Copy of delivery receipt



**Product confirmed not damaged.**

**NO ACTION NEEDED.**

**DOW Technologies RA Department**  
[RADepartment@dowtechnologies.com](mailto:RADepartment@dowtechnologies.com)  
1.800.627.2900 Ext 3018