

## **DEA List I & List II Chemicals Carrier Damage Policy**

The following outlines the Ricca Chemical Company policy for sending out no charge (N/C) replacements for DEA List I and List II chemicals that have incurred freight damage.

- **The following shipments WILL be replaced at no charge:**
  - Shipments that have carrier documentation confirming damage will be replaced:
    - Make sure to inspect your shipments before signing a receipt of that shipment.
    - Make sure to note on the receiving papers that damage has been found.
    - Do not sign for the shipment if damaged.
  - Ricca Chemical Company must receive a fax or email from the carrier stating damage on DEA List I or II chemical on carrier letterhead.
  - For hidden damage we must have documented proof of damage
    - Documentation is in the form of emails and photos of the damage.
- **The following shipments WILL NOT be replaced at no charge:**
  - Shipments that have a receipt confirmation signature will **NOT** be replaced.
    - Inspect your package before you sign the carrier receipt confirmation.
    - The signed carrier receipt confirmation indicates you have confirmed the package was intact when you accepted delivery therefore no replacement needed.