

## Shipping Discrepancies (Overages/Shortages/Damages)

- All Shipping Discrepancies should be initiated through the Automated Shipping Discrepancy Form at <https://www.halyardhealth.com/shipping-discrepancy>. If access to the internet is not available, contact Customer Concerns at 1-844-HALYARD (1-844-425-9273). For prompt resolution of shipping discrepancies related to Truckload (TL) and Less than Truckload (LTL) shipments, please refer to the following steps:

### Damages

- Upon receipt verify product count and reconcile with Bill of Lading; report discrepancies to O&M HALYARD, INC. within 72 hours.
- Damaged products, when possible, should be refused to the carrier.
- Damages to the shipment should be noted on the Bill of Lading and signed by a Distribution Center employee and Carrier driver. The Bill of Lading must indicate the product was refused to the carrier and must clearly state the number of units damaged by O&M HALYARD, INC. catalog number.
- If a shipping discrepancy is deducted from payment, the deduction must reference the invoice number, deduction amount, and reason for deduction on the remittance advice.
- A discrepancy notice is required for credit and should be submitted on a Shipping Discrepancy Form within seventy-two (72) hours after the affected shipment delivery. (<http://www.halyardhealth.com/report-shipping-discrepancy.aspx>). If access to the internet is not available, contact Customer Concerns at 1-844-HALYARD (1-844-425-9273). All claims submitted after 72 hours from product receipt will be denied.
- O&M HALYARD, INC. will issue credit upon receiving the signed delivery receipt from the carrier with the damage noted.
- All credits are valid for ninety (90) days from date of issued.
- All unauthorized deductions will be denied and charged back in the form of a denial letter. Unauthorized deductions include, but are not limited to, product returned that was not authorized or that was not received in saleable condition.
- Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by O&M HALYARD, INC. .

### Concealed Damage

Concealed damage is defined as product damage that was not discovered and could not reasonably have been discovered during the inspection and acceptance of product during the receiving process. In the event that product damage is discovered after the delivery of goods, the following steps must be taken:

- Notice of the discrepancy is required for credit and should be submitted on a Shipping Discrepancy Form within seventy-two(72) hours after the original delivery (<http://www.halyardhealth.com/report-shipping-discrepancy.aspx>). If access to the internet is not available, damage reports may be contact Customer Concerns at 1-844-HALYARD (1-844-425-9273).
- Provide O&M HALYARD, INC. catalog numbers and quantities involved.
- Segregate the product for carrier inspection. The carrier will be requested to inspect and pick up affected product. Credit will be issued in accordance with the above procedures.

### Overages/Shortages

- Upon receipt, verify product count and reconcile with Bill of Lading.
- Discrepancies in shipment (overages/shortages) should be noted on the Bill of Lading by Halyard Health catalog number and quantity affected and signed by Distribution Center employee and the Carrier driver.

- Shortages: Notice of the discrepancy is required for credit and should be submitted on a Shipping Discrepancy Form within seventy-two(72) hours after delivery of the shipment <https://www.halyardhealth.com/shipping-discrepancy>. If access to the internet is not available, shortage reports may be contact Customer Concerns at 1-844-HALYARD (1-844-425-9273)..

#### **Overages**

- Notice of the discrepancy is required and should be submitted on a Shipping Discrepancy Form within seventy-two (72) hours after delivery of the shipment (<http://www.halyardhealth.com/report-shipping-discrepancy.aspx>). If access to the internet is not available, shortage reports may be contact Customer Concerns at 1-844-HALYARD (1-844-425-9273).. Customer must advise if overage will be retained or a Return Goods Authorization (RGA) for the affected product is to be issued.
- All credits are valid for ninety (90) days from date of issue.
- All unauthorized deductions will be denied and charged back in the form of a denial letter. Unauthorized deductions include, but are not limited to, product returned that was not authorized or that was not received in saleable condition.
- Failure to repay unauthorized deductions may result in withholding payment for an incentive/promotion program or any other steps deemed appropriate by O&M HALYARD, INC. .