



**PLEASE PASS TO PERSON/PEOPLE RESPONSIBLE FOR OFFLOADING DELIVERIES**

In the event of any Advance Sourcing deliveries arriving with damage, please see the advice below:

- Call Advance Sourcing to report the damage on 01823 491238. If possible, call before offloading product. All claims must be made within 2 working days of delivery.
- If you decide to offload the product, it is **essential** that you sign the damage clearly on **all** paperwork/electronic devices provided by the haulier. On electronic devices where signature boxes are small, the note about damage takes priority over a signature, e.g. '1 bag damaged'. If the haulier signs on your behalf, ensure they note the damage. Take a photo of the paperwork stating the damage in case of any queries.
- Take a photo of damaged pallet/product (ideally before it is offloaded) as this really helps with claims. Photos can be emailed to [enquiries@advancesourcing.co.uk](mailto:enquiries@advancesourcing.co.uk), or sent to our office mobile by text or WhatsApp on 07923 220170.
- You are within your rights to reject pallets that are not safe to offload/have collapsed/are extremely damaged. Please ensure you have enough product to last for at least 4 working days before rejecting product. Pallets can then be restacked by the haulier (with any damaged bags removed) and redelivered – however this can sometimes take a few days. If you are going to run out of product, please take enough product off the lorry before rejecting the rest. Only sign for the number of bags taken off the lorry and ensure that the pallet is fully inspected upon redelivery.

Kind regards,

Advance Sourcing

[enquires@advancesourcing.co.uk](mailto:enquires@advancesourcing.co.uk)  
01823 491238  
07923 220170