

## COGNOS INCORPORATED

### **DAMAGED SHIPMENT PROCEDURE COGNOS NOW! PRODUCT**

#### **At Time of Delivery**

At time of delivery and before the carrier leaves your premise, we request that you inspect the outer shipping carton to confirm that there are no visible signs of damage.

#### **Strongly recommended:**

That the outer shipping carton is opened and the Cognos Now! Product is inspected to insure it is damage free.

If you are satisfied that the product is in good condition, sign acceptance on the Fed Ex electronic hand held device.

Your signature will confirm that you accept the shipment as being received in “good condition”

#### **If the product or outer shipping carton is damaged**

If damage is found the following procedures must be followed:

If the outer shipping carton is damaged but the product is in good condition and you wish to accept the shipment. The Fed Ex driver must make a note of the exterior case damage in his hand held electronic device, before you accept the shipment.

Your signature will confirm that you accept the shipment as being received in “good condition”

If the product is damaged but you are going to accept the shipment, the Fed Ex driver must note the damage in his electronic hand held device before you accept the shipment.

#### **Contact the following:**

Your local Federal Express office (the driver will provide the local telephone number for your area) or 1-800-GOFEDEX call immediately to confirm that you are reporting a damaged shipment and that you require the carrier to come to your premise to perform an inspection.

**Keep all packaging and documented detail from the driver for inspection purposes.  
Inspections should take place within 48 hours.**

**Contact your local Cognos Sales representative to inform them of the damage.  
Or call 1-613-738-7197**

#### **Refusal to accept damaged shipment:**

Advised the carrier you are not willing to accept the shipment. **Call your local sales representative to advise them that the shipment was damaged and not accepted or call 1-613-738-7179**

It is important to follow these procedures, failure to do so can make an insurance claim null and void

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