

Guide to Loss and Damage Claims

Shipper's Responsibilities

To prevent loss and damage during normal transportation handling, the shipper has the following responsibilities:

- Proper packaging.
- Proper markings on the packaging.
- Proper description on the shipping papers.

Recipient's Responsibilities

As the recipient, you must carefully identify and document loss and/or damage on the delivery receipt at time of delivery. There are two types of loss or damage:

- Visible or noted loss or damage.
- Concealed loss or damage.

When damage to contents of a shipping container is discovered by the recipient which could not have been determined at time of delivery, it must be reported by the recipient to the delivering carrier upon discovery and a request for inspection by the carrier's representative made. Notice of loss or damage and a request for inspection may be given by telephone, but in either event must be confirmed in writing by mail." Concealed damage must be reported to the carrier within 21 days of delivery. Inspection will be provided by Lifestyles as promptly as possible and practicable after receipt of request by the recipient.

Due to the Coronavirus pandemic, it may take us longer than usual to deliver the package.

Please Note: The Lifestyles order has the UPS tracking number and will be emailed to the recipient.



UPS My Choice[®]



A signature is required for package delivery. Log in or enroll in UPS My Choice to take any action.

Hi Zhealy, you have a package coming today.

Scheduled Delivery Date: Friday 07/31/2020

Estimated Delivery Time: by 9:00 P.M.

[Sign Now](#)



[Change Delivery](#)

[Manage Preferences](#)

[View Delivery Planner](#)

LIFESTYLES CANADA CORPORATION

Tracking Number:

[1ZV3E18820468186XX](#)

UPS Service:

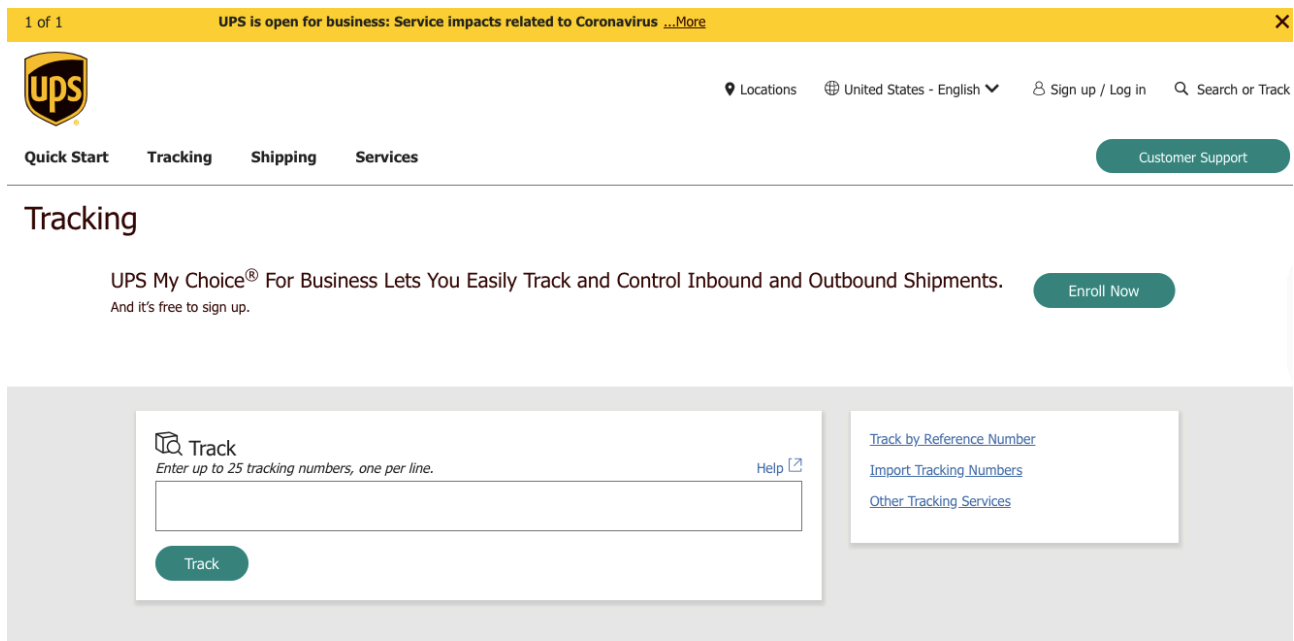
UPS Standard

Delivery Location:

XXX ALLEY
PLS DELIVER THE PKG THRU THE DOOR
ROE, B T8NP3Y
CA

The Example - Loss or not delivered by UPS

Please **track your package**, go to https://www.ups.com/track?loc=en_US&requester=ST/ enter Your tracking number, or contact UPS Customer Support at https://www.ups.com/track?loc=en_US&requester=ST/



The screenshot shows the UPS website's tracking interface. At the top, there is a yellow banner with the text "UPS is open for business: Service impacts related to Coronavirus ...More". Below the banner is the UPS logo on the left and navigation links for "Locations", "United States - English", "Sign up / Log in", and "Search or Track" on the right. A menu bar contains "Quick Start", "Tracking", "Shipping", and "Services", with a "Customer Support" button on the far right. The main heading is "Tracking". Below this, a promotional message reads: "UPS My Choice® For Business Lets You Easily Track and Control Inbound and Outbound Shipments. And it's free to sign up." with an "Enroll Now" button. The central tracking area features a "Track" section with a magnifying glass icon, the text "Enter up to 25 tracking numbers, one per line.", a "Help" link, a text input field, and a "Track" button. To the right, there are three links: "Track by Reference Number", "Import Tracking Numbers", and "Other Tracking Services".

Contact UPS Help and Support Center. Go to **UPS** Virtual Assistant. Ask a question or type your tracking number so I can help. <https://www.ups.com/us/en/help-support-center.page>

The Example - the Damage

The recipient discovered the damage (the content was very wet and the bottles were opened) of the content after unpacking, took a photo of the damaged content and sent a request (by e-mail) together with photos.

To: Jason Leung Lifestyles Canada/USA. Business Development Coordinator jleung@lifestyles.net

Subject: Intra package defects

Hi Jason,

Good morning. I hope you're doing well today. I just want to inform you that our fellow user/distributor Erlinda, received a package last night with defects. The package was very wet and the bottles were opened. Can we request for a replacement? She really wants to try the liquid and this is the first time she ordered and try the intra liquid and this is what happened. I hope you can help us. Thank you very much

Sincerely,
Reymond



Subject: Intra package defects

RE: Intra package defects

Hi Reymond,

Yes, we can issue replacement for damaged bottles. May I ask how many bottles have been damaged and need replacing?

Thanks,

Jason Leung

Lifestyles Canada/USA. Business Development Coordinator

8100 Keele Street

Vaughan ON Canada L4K 2A3

Tel. 905.761.9342 x 3108 Fax. 905.761-9343

Toll-Free. 1.844.468.7248

Monday to Friday: 9:00am to 5:30pm (EST)

jleung@lifestyles.net

So many ways to communicate and shop!

- Call in your orders: 905-761-9342 or Toll-Free at 1-844-INTRA-4-U (1-844-468-7248)(M-F, 9am – 5:30pm (EST))
- Email your requests and orders: jleung@lifestyles.net with Jason Leung
- Walk-ins now available at 8100 Keele Street (starting June 29th 2020)

If you need further assistance, please do not hesitate to contact Jason Leung or us.

With friendly greetings, Tomas and Regina Cincala, NMD
www.intra-lifestyles.eu