

Damaged by Courier Claim Procedure

I. Receiving library is owning library.

- A. Owning library reports damage via the Delivery Problem Report Form on the MCO web site.
- B. Owning library sends damaged material and container it came in to MCO.

II. Receiving library is borrowing library.

- A. Receiving library immediately contacts the owning library and reports the incident.
- B. Receiving library returns the damaged material and container to the owning library's contact person.
- C. Owning library reports damage via the Delivery Problem Report Form on the MCO web site.
- D. Owning library sends damaged material and container to MCO.

III. Item is pickup anywhere.

- A. ?
- B.

VI. Procedures above must be complete within 15 days.

V. 1st Choice is financially liable for \$120 per item, with a maximum liability of \$500 per container.