

Lynk&Co

New Vehicle Delivery, Inspection and Transport Damage Claims

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1. PROCESS OVERVIEW

1.1. About This Manual

The purpose of this manual is to establish policy and procedure regarding the delivery of new Lynk&Co vehicles to the Micro Car Compound (MCC). It covers delivery, inspection for damage, and damage claims.

Lynk&Co has established these policies and procedures to assist the MCC in achieving prompt and satisfactory conclusion of damage claims, including reimbursement for repair of damaged vehicles.

An MCC is an appointed service point for Lynk&Co, and which will provide the agreed services for delivery of Lynk&Co vehicles according to this specification.

1.2. Other Relevant Documents

This document supersedes all previous damage and claims documents.

The Damage Claims Manual is available on www.ucmglobal.com/lynkco The portal is pass word protected and the pass word is: UCM2021

2. POLICIES REGARDING NEW VEHICLE DELIVERY

2.1. Delivery Location

The MCC is responsible for designating their vehicle drop off hours and drop off location.

The MCC should designate and maintain a specific vehicle unloading area. This area should be free of congestion and hazards and should give the driver enough space to maneuver the truck and offload vehicles. This includes a clear path for entry and exit of the delivery truck.

2.2. MCC Staffing

The MCC is responsible for having adequate number of staff who are knowledgeable on how to properly inspect vehicle deliveries for damage; properly document damage found on the Lynk&Co Vehicle Condition Report; properly sign the carrier delivery receipt; and properly initiate transport damage claims.

The MCC should have enough staff who are familiar with these procedures to ensure all deliveries are properly inspected and damages correctly claimed. **Failure to perform these tasks will result in the MCC not being able to recover costs for damaged vehicles.**

2.3. MCC Must Accept Delivery of Vehicle, Regardless of Condition

The MCC is required to accept delivery of a vehicle, regardless of condition. The MCC must follow the inspection process and initiate a claim for every damaged vehicle.

2.4. MCC Must Properly Inspect, Document Any Damage Found, And Initiate A Claim

The MCC is responsible for properly inspecting vehicles, documenting any damage found, and initiating transport damage claims within established deadlines (see section 4 for inspection policy).

Failure to follow the correct procedures will result in the MCC being liable for the cost of repairing the damaged vehicle.

2.5. Severe Damage

If a vehicle is delivered to the MCC with severe damage the MCC is required to accept the vehicle and store it. Example of severe damage is a damage which leads to additional damages on the vehicle, such as a broken window or a damage which would require welding for repair as with badly damaged body structure or roof. The MCC MUST complete all inspection and damage documentation requirements and initiate the transport damage claim. **Failure to perform these two tasks will result in the MCC not being able to recover costs for damaged vehicles.**

3. DEADLINES FOR INSPECTIONS AND CLAIMS

3.1. Definitions

ATTENDED DELIVERY	Delivery occurs during MCC's delivery hours
UNATTENDED DELIVERY	Delivery occurs after MCC's delivery hours
STANDARD INSPECTION	Inspection of the entire vehicle, excluding undercarriage and inside tires/wheels, for damage
CONCEALED DAMAGE INSPECTION	Inspection of only the undercarriage and inside tires/wheels, for damage

3.2. Deadlines

TYPE OF DELIVERY	INSPECTION DEADLINE	DOCUMENTATION DEADLINE	CLAIM FILING DEADLINE
ATTENDED STANDARD INSPECTION	In driver's presence	In driver's presence —MUST obtain driver signature on carrier's delivery receipt and in case of damage on Lynk&Co VCR form.	Within 24 hours (not counting weekends or major holidays)
ATTENDED CONCEALED DAMAGE INSPECTION	Within 48 hours of delivery (not counting weekends or major holidays)	Within 48 hours of delivery (not counting weekends or major holidays).	Within 48 hours of delivery (not counting weekends or major holidays)

UNATTENDED STANDARD INSPECTION	Within 24 hours of delivery (not counting weekends or major holidays)	Within 24 hours of delivery (not counting weekends or major holidays)	Within 24 hours of delivery (not counting weekends or major holidays)
UNATTENDED CONCEALED DAMAGE INSPECTION	Within 48 hours of delivery (not counting weekends or major holidays)	Within 48 hours of delivery (not counting weekends or major holidays).	Within 48 hours of delivery (not counting weekends or major holidays)

See Section 5 for additional detail on concealed damage process.

3.3. Damage Found After the Deadlines

If damage is found after the deadlines mentioned above a claim can be filed but there is no guarantee that it will be accepted.

Damage found under a car cover, where the cover shows no sign of damage, could be considered as warranty. Refer to **Appendix D**, Damage Assessment, which differentiates between transport-related damages and warranty defects.

4. PROCEDURE: STANDARD INSPECTION

The standard inspection involves all areas of the vehicle, excluding undercarriage and inside of wheels and tires. The MCC is expected to do a thorough inspection for damage.

On **attended deliveries**, the standard inspection must be done in the presence of the driver (see Section 3.2).

On **unattended deliveries**, the standard inspection must be done within 24 business hours of the delivery (see Section 3.2).

4.1. Driver and MCC Cooperation

The MCC and the driver should be respectful of each other's time. When the truck arrives, please have MCC personnel meet the driver promptly. On an attended delivery, the driver is required to give you adequate time to inspect the vehicles (3 minutes per vehicle is the standard).

4.2. Inclement Weather and/or Dirty Vehicle

If the vehicle arrives too dirty (e.g. snow-covered, ice-covered, salt-covered, mud-covered, etc.) to perform a thorough inspection of the exterior of the vehicle in the presence of the driver, **this must be noted on the carrier delivery receipt, and driver must sign off on this notation**. Take photos to support the remark that vehicles were too dirty to inspect. Inspection must be done immediately and UCM (Lynk&Co claims

administrator) and the carrier must be notified within 24 hours with Lynk&Co Vehicle Condition Report (VCR), photos and delivery receipt.

If truck arrives during inclement weather, making inspection difficult or dangerous (e.g., thunderstorm) this must be noted on the carrier delivery receipt, and the driver must sign off on this note. Inspection must be done immediately and UCM and the carrier must be notified within 24 hours with VCR, photos and delivery receipt.

4.3. Standard Inspection

There is a standard inspection checklist the MCC must use for all new car deliveries.

STANDARD VEHICLE INSPECTION FOR UNCOVERED VEHICLES WITH RAPGARD® TRANSPORT PROTECTION ONLY:

Follow this inspection procedure for all vehicles that DO NOT arrive in car covers. The Standard Vehicle Inspection for Uncovered Cars appears as **Appendix A** at the end of this manual.

The MCC should have an adequate amount of staff who are educated on how to inspect the vehicles for damage, document any damage found, and either initiate the damage claim or notify the person at the MCC who can.

For the MCC's protection, no MCC personnel, other than the appointed persons, should inspect a vehicle and sign for the delivery. It is crucial that the inspection be carried out correctly, so that the MCC can recover costs for any damaged vehicles.

4.4. Documentation Of Damage: 3 Mandatory Items

If damage is found, it must be properly documented so that a transport damage claim can be supported.

There are three forms of documentation, and all are MANDATORY for a damage claim:

1. Carrier delivery receipt properly notated and signed (see section 4.5)
2. Lynk&Co Vehicle Condition Report properly notated and signed (see section 4.6)
3. Photos (see section 4.7)

4.5. Carrier Delivery Receipt

The carrier is required to provide a delivery document (carrier delivery receipt). The delivery receipt can be in paper or electronic format. For electronic delivery receipts ensure the driver has the correct email. If a delivery receipt is not provided at time of delivery include the car haulier in the claim submission to UCM and request that the carrier reply to all with the delivery receipt.

The carrier delivery receipt is the driver's record of what was delivered. It is a legal document that records the tendering of goods, including the recording of any damages or shortages (standard equipment or VINs).

The driver is required to give you time to inspect vehicles thoroughly for damage (3 minutes per VIN is the standard). We urge MCCs and carriers to both be respectful of each other's time, and this includes the MCC greeting the driver promptly. Should a situation arise with the handoff, please do the following:

- **If the driver refuses to wait, the MCC SHOULD NOT SIGN THE CARRIER DELIVERY RECEIPT**
- **If the truck arrives at the end of your delivery hours and you do not have personnel to inspect the vehicles, DO NOT SIGN THE CARRIER DELIVERY RECEIPT**

- **If there is inclement weather which prevents inspection during attended delivery** -- If the MCC cannot inspect at time of delivery due to severe weather at time of delivery, or because the vehicles are too dirty, snow-covered, or ice-covered, this must be noted on the carrier delivery receipt. The driver must sign off on this notation.
- For the situations listed above MCC will have 24 hours to inspect the vehicle and file a transport damage claim.

Description of Damage should follow these guidelines:

- Damages are to be described on the carrier delivery receipt, using damage codes as visualized on vehicle layout for Lynk&Co VCR report, as described in **Appendix C**
Example:
Left front door is scratched would be coded as damage location: D1 and with damage code 28
- Damage should be recorded truthfully, accurately, and legibly.
- Refrain from making notes that describe how the damage may have occurred. That is, avoid making notes such as: "warranty", or "defect". And avoid making assumptions of who is responsible for the damage. Just record the damage accurately and completely.

MCC's responsibilities regarding the carrier delivery receipt:

- The MCC is responsible for ensuring any shortage (missing VIN) or damage is noted on the delivery receipt.
- If the driver writes the damage notation on the carrier delivery receipt, the MCC is responsible for checking the damage notation for accuracy before signing.
- The MCC is responsible to ensuring the driver signs, if it is an attended delivery.
- The MCC is responsible for obtaining a copy of the signed delivery receipt on an attended delivery.
- The damage noted on the carrier delivery receipt should match the damage noted on the VCR form. The MCC is responsible to make sure they match. For example, if the front fender, the headlight, and the front bumper are damaged, both the carrier delivery receipt and the VCR must indicate damage to the front fender, the headlight, and the front bumper.

4.6. Lynk&Co Vehicle Condition Report (VCR)

The Lynk&Co Vehicle Condition Report (VCR) is YOUR record of what was delivered in a damaged condition. It describes the damage using codes that claims administrator understands. On an attended delivery, you must fill the VCR out in the driver's presence and have the driver sign the VCR. **A VCR filled out and signed by the driver, is your best protection in the event a vehicle arrives damaged.** On an unattended delivery, you still fill out a VCR if there are damages, but without a driver's signature. The VCR form is required by Lynk&Co and used by UCM to administer the claim. The VCR is mandatory for all damage claims. **Failure to submit a VCR is grounds for the claim to be denied.**

Please note, a vehicle may be delivered with a VCR form already completed. This happens when the vehicle was damaged during rail transport, operations at compound, before the trucking company took possession of the vehicle. The VCR will be found in the vehicle. If a vehicle arrives with a completed VCR already, please take these steps:

- Review the VCR immediately. Make sure it describes all damage found.
- If the description is accurate, include that VCR when you submit the transport damage claim.
- If the description is not accurate, or omits some of the damage, then fill out a new VCR. Describe all additional damage not listed on the original VCR. Have the driver sign it. Include both VCRs when you submit the damage claim.

A blank VCR form appears at the end of this manual, as **Appendix C**, along with instruction on how to complete it.

4.7. Photos of The Damage

Take photos that verify the damage. This is not optional, it is required. If you do not take photos, your claim will be denied. Take one clear photo that shows the damage close-up, and one clear photo that shows the entire area affected, i.e., the entire door, the entire bumper, etc. It is recommended to take a photo of the VIN number as well.

5. PROCEDURE: CONCEALED DAMAGE INSPECTION

After standard inspection is performed, and the carrier driver has left, the MCC should continue to survey the vehicle for concealed damage. The deadline for documenting and filing a concealed damage claim is **48 hours from delivery**.

It is recommended to place the vehicle on a hoist and inspect for concealed damage. Concealed damage is limited to the undercarriage, the inside of the wheels, and the inside of the tires. On the undercarriage, look for signs of external impact that has caused damage. See section 6.1 for how to initiate a claim.

Take photos of the damage.

Complete a VCR Report for any additional damage found. See section 6.1 for claim filing.

6. PROCEDURE: TRANSPORT DAMAGE CLAIMS

6.1. Initiating A Claim

A claim must be filed within 24 hours of delivery in order to be considered.

To initiate a claim, the MCC must email the information listed below. The information must be emailed to both UCM and the carrier that made the delivery. The information needs to be emailed within the specified deadline. The email must contain:

- VIN
- Carrier delivery receipt—with damage notation or codes. Must be signed by the driver and MCC if delivery was attended*
- Lynk&Co Vehicle Condition Report (VCR)—must be signed by driver if delivery was attended* and signed by the MCC.
- Photos of the damage
- Repair estimate (this is the only document that does not need to be submitted within the 24 hour and can be submitted once it is prepared)

*driver's signature not required if it is a concealed damage claim

Contact information for UCM Global Claims Management:
lynkcovehicle@ucmglobal.com

For carrier contact information see the carrier delivery receipt.

6.2. Acceptance Of Claim

Within 1 business day, UCM will acknowledge your claim submission, by supplying a claim reference number. This is an acknowledgement of receipt only; it is not approval of your claim.

Within 3 business days, UCM will contact you again to advise you that the claim has either been accepted or rejected. If the claim is accepted, UCM will ask you to submit a repair estimate. If there are any unanswered questions on the claim UCM will request additional information within the three-day period. A reply to these questions from the MCC is required to move forward with an acceptance or rejection of the claim.

If estimated costs are less than EUR1500/£1000 the MCC may begin the necessary repairs immediately. That is, the MCC need not wait for authorization to repair the vehicle.

If the estimate exceeds EUR1500/£1000 the MCC must wait for UCM to authorize the repairs to be made. The car hauler has the right to inspect the damage, so UCM will authorize the repair once the car hauler waives the right to inspect, or the inspection takes place. So please allow a few days.

Grounds for rejection of a claim may include but are not limited to:

- Failure to provide required documentation with signatures
- Failure to provide required documentation by specified deadline
- Damage is not transportation-related
- Failure to follow the policies listed in this document

6.3. Payment Of Claim

Once claim has been authorized and repair is completed an invoice (bill) must be submitted to UCM. The invoice must be on MCC's letterhead and must be addressed to:

UCM Global Ltd
Office 28 - Epsilon House
West Road
Masterlord Office Village
Ransomes Europark
Ipswich
Suffolk
IP3 9FJ

The invoice must include:

- The full VIN
- The claim reference #
- Total amount of claim (including any local taxes itemized) as per the authorized repair estimate.

Send the invoice by email to lynkcovehicle@ucmglobal.com as a non-editable PDF or scanned copy. Any incorrect invoices will be returned unpaid.

IMPORTANT: PAYMENTS ARE MADE ELECTRONICALLY. THERE IS NO OTHER ESTABLISHED METHOD OF PAYMENT. For all first-time payments or if there has been a change to bank details the MCC must provide the following banking information on company letterhead that is signed by the finance director.

- Payee / Beneficiary for payment to be received by (The payee / Beneficiary's name is the business name your bank knows you by, in common with your check book).
- MCC's Bank
- MCC's Account Number
- Swift/BIC code

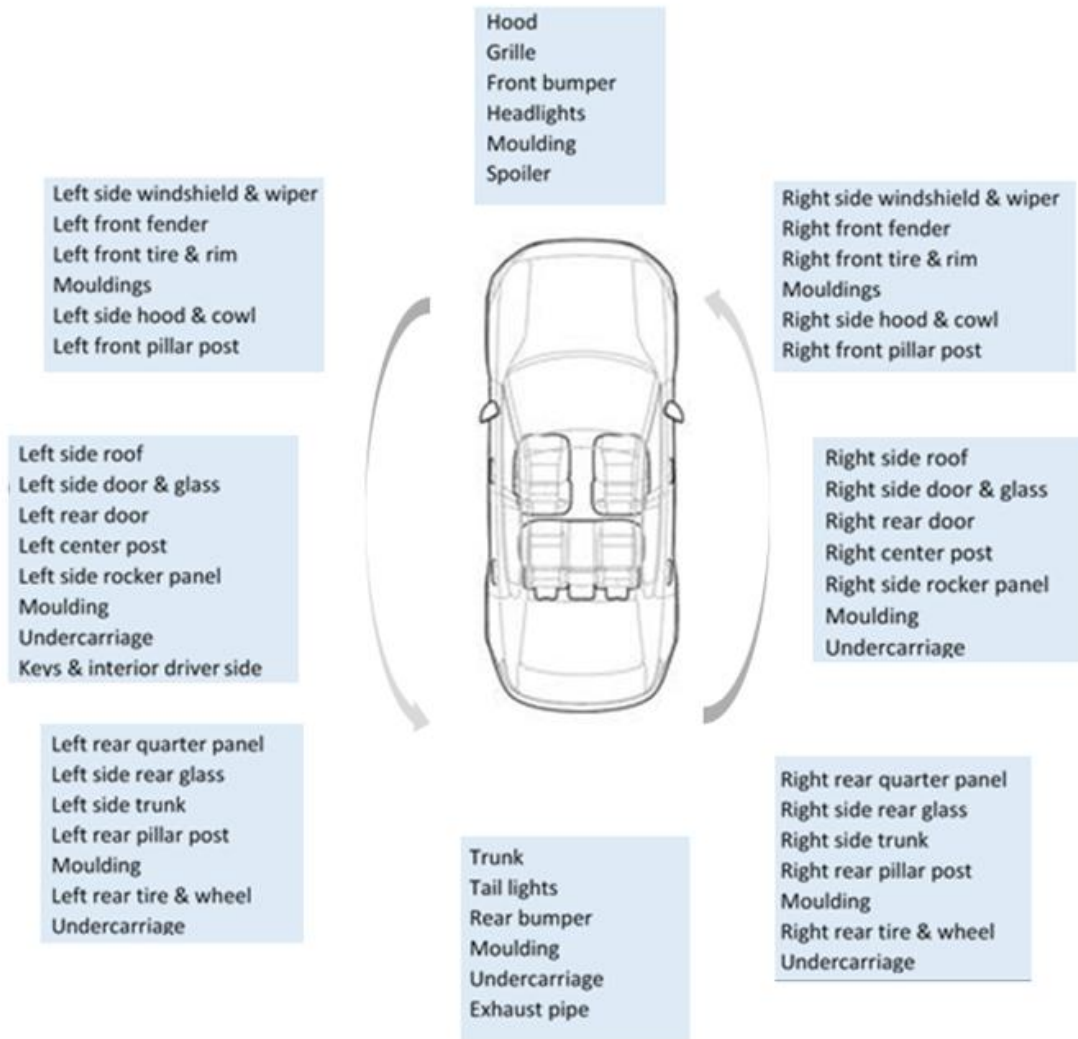
Please note:

- PLEASE NOTE: Should there be a need to change or revise the repair cost for any reason, you must provide UCM with this information and seek UCM approval BEFORE repairs proceed and BEFORE an invoice is submitted. Failure to do so may lead to your claim being rejected.
- Invoices received and verified between the 1st and 15th of the month will be initiated for payment on the last day of the month. Invoices received and verified between the 16th and the last day of the calendar month will be initiated and paid on the 15th of the following month.

APPENDIX A

Standard inspection for uncovered vehicles with RAPGARD® transport protection only:

Inspect vehicle thoroughly, following steps 1-8 below. As you go through each step, be sure to inspect Rapgard® for signs of damage. If you see signs of damage, take photos of the Rapgard®, inspect the remaining Rapgard® for additional damage, remove the Rapgard®, and take photos of any damage found beneath it.



APPENDIX C

Lynk&Co Vehicle Condition Report (VCR), with instructions

Instructions: At every handover point or any point in the route where responsibility is transferred, the vehicle must be inspected for transport-related damage. Every time damage is found, a VCR must be completed with all the new damage that has been noticed and must be signed by party delivering the vehicle and the party receiving the vehicle. A copy of the VCR must be kept by each party, and a copy stays with the vehicle as well. A vehicle can have more than one VCR document. If you spot damage to the vehicle, you should first check to see if there is already a VCR issued earlier in the route. Prepare a new VCR only if the damage you note differs from damage already noted.

KEY:

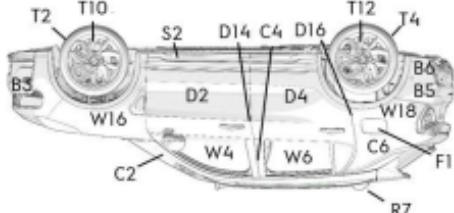
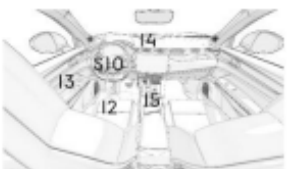
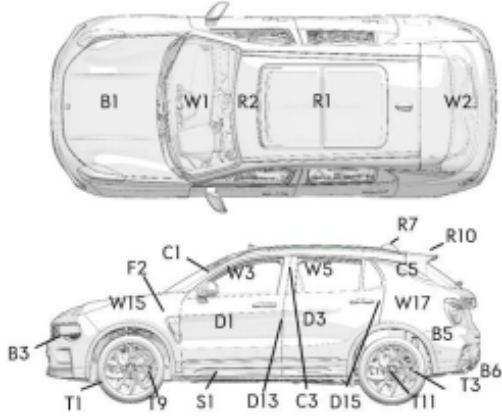
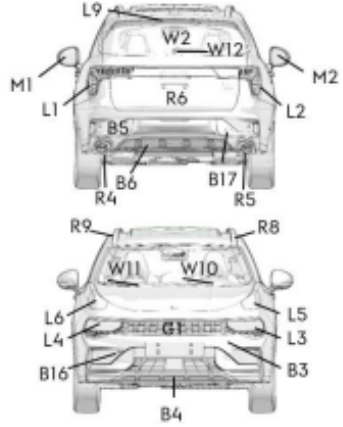
BOX 1, MODEL	Enter the model. Example: Lynk&Co 01
BOX 2, CHASSIS	Enter the last 6 digits of the VIN
BOX 3, LOCATION CODE	Illustration of the various location codes to be used
BOX 4, DAMAGE CODE	Description of the various damage codes to be used
BOX 5, LOCATION CODE	Enter the location codes(s) where damage was found
BOX 6, DAMAGE CODE	Enter the damage code(s) where damage was found
BOX 7, ADDITIONAL NOTES	Provide any notes to help describe the damage
BOX 8, COMPANY TYPE	Check “road” on the left (to indicate car haul company), and check “retailer” on the right.
BOX 9, HAND-OVER FROM	Fill in information regarding the carrier. Write in the name the car haul company, the driver’s name, and the load # as the “transport ref”. Driver must sign and date the form here.
BOX 10, HAND-OVER TO	Fill in the information regarding the MCC. Write in the MCC name and your name as the inspector. MCC must sign and date the form here.

(continued on next page)

VEHICLE CONDITION REPORT

MUST be completed at time transit
damage is identified.

LYNK&CO

1. Model		2. Vehicle Identification Number (VIN)						
<p>3. Location codes</p> <div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around;">   </div>								
4. Damage codes and descriptions								
Code	GB	SE	DE	FR	IT	ES	NL	CN
13	Puncture	Punktering	Reifenpanne	Percement crevaisson	Pneumatico forato	Perforación	Lekke band	被刺穿，被戳破
27	Dent	Buckla	Beule	Bosse	Ammaccatura	Abolladura	Deuk	凹痕
28	Scratch	Repa	Kratzer	Rayure	Graffio	Arañazo	Kras	擦伤，划痕
29	Paint chip	Lackavslag	Lackspritzer	Défaut de peinture	Vernice scheggiata	Pintura desportillada	Lakpunt	漆点飞溅
53	Missing	Saknas	Fehlteile	Manquant	Mancanze	Faltante	Ontbreekt	丢失，遗失
82	Broken	Avbruten	Abgebrochene Teile	Cassé	Rottura di pezzo	Roto	Stuk	破裂
99	Factory fault	Produktionsfel	Werkfehler	Défaut usine	Difetto di fabbricazione	Fallos de fábrica	Fabriekfout	工厂质量缺陷
5. Location code		6. Damage code		7. Full vehicle cover damaged?		8. Additional notes		
				<input type="checkbox"/> YES <input type="checkbox"/> NO				
A 9. Hand-over from (a) Transport ref. (vessel name, truck reg, train code, plan nr) (b) Company (c) Name (d) Signature & stamp (e) Date (f) City		➔		B 10. Hand-over to (a) Transport ref. (vessel name, truck reg, train code, plan nr) (b) Company (c) Name (d) Signature & stamp (e) Date (f) City				
		Company type <input type="checkbox"/> Factory Factory <input type="checkbox"/> Air Air <input type="checkbox"/> Road Road <input type="checkbox"/> Distribution Distribution <input type="checkbox"/> Rail Rail <input type="checkbox"/> Body builder Body builder <input type="checkbox"/> Sea Sea <input type="checkbox"/> Retailer Retailer						

IMPORTANT: Reservations at delivery must appear on the freight document.

Please use VCR (this document) as a support to detail noticed damages. Top page must stay in chassis.

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APPENDIX D

Damage Assessment

Definitions	Transport Damage	Warranty Defects
Exterior paint surface: section of vehicle visible when all doors and lids are closed	<ul style="list-style-type: none"> Scratches (caught by fingernail) and paint chips which would require repaint (picture) NOTE! Damage to any surface which was covered by vehicle cover/rap gard is accepted as a transport damage if the cover/rap gard shows signs of being affected. Exception: Minor inward dents, cracked glass or broken plastic components underneath the vehicle cover are accepted even though the cover is undamaged. Scratches on unpainted bumpers, moldings, inserts etc., which have damaged the texture Inward Dents No transport claim accepted for hairline scratches. 	<ul style="list-style-type: none"> Paintwork damage caused by loose vehicle cover or loose rap gard (vehicle report mandatory in TIE (= technical information exchange)) Hair line scratches. No warranty claims accepted. (picture) Scratches on unpainted bumpers, mouldings etc which have not damaged the structure Outward Dents and wavy panels (stress marks)
Exterior/interior components	<ul style="list-style-type: none"> Dents on exterior components Minor inward dents, cracked glass or broken plastic components underneath the vehicle cover are accepted even though the cover is undamaged. Damage to interior parts on driver side NOTE! Damage to the driver side interior which was covered by protection is NOT accepted as a transport damage if the protection is not affected Other damage to interior trim caused by break-in or vandalism Paint chips Paint chips on driver door edge Other damage with traces of external influence <p>Example: scratches on bumper near lashing eye and broken parts.</p>	<ul style="list-style-type: none"> Uneven surface of component (picture) both interior and exterior Damaged interior (except on the driver side) with no signs of vandalism or break in. Paint chips on edges of boot lid, tail gate, bonnet, petrol cap, doors (except driver door) Obvious assembly damages such as scratches, which run underneath mouldings, bumpers and stickers/decals
Windshield, glasses, sunroof glass	<ul style="list-style-type: none"> Broken or cracked glass and plastic panels not caused by material defect with evidence of external impact and scratches caused by for example wipers, trees . 	<ul style="list-style-type: none"> Stress crack on glasses, plastic panels, windshield, sunroof or other exterior plastic panels which are caused by material or manufacturing defect Example: Crack on glasses which no impact point, extending inwards from edge
Hidden surfaces	<ul style="list-style-type: none"> Major significant damage such as scratches and dents on the undercarriage and spoilers, with traces of external influence (picture) No chaffing marks accepted as a transport claim 	<ul style="list-style-type: none"> Chafing marks on undercarriage, underneath spoilers (picture) which can't be caught by fingernail no repair is required
Interior surface & trim: section visibly when customer sitting in the vehicle	<ul style="list-style-type: none"> Dirt, oil, grease or similar on the driver side. If on driver seat and driver door only accepted as transport related if protection is damaged Water leakage caused by not properly closed window, door, sunroof, lids. Missing or damaged standard equipment with evidence of being lost during transport. Remote keys when the plastic is broken. Missing mechanical keys. Other damage to interior trim caused by break-in or vandalism. 	<ul style="list-style-type: none"> Dirt, oil, grease or similar on seats and interior panels (driver side excluded) Water leakage caused by improper sealing due manufacturing defect and the consequential damages Missing optional and standard equipment.
Tyres and Rims	<ul style="list-style-type: none"> Scratches and chips on the rim (picture) Puncture, flat tyre with external evidence (bolts, screws, nails, etc.) Cut in sidewall. Deep cut or damage to tyre tread surface. 	<ul style="list-style-type: none"> Chafe marks from the wheel bolt equipment or roller test on manufactory process (picture)
Definitions	Transport Damage	Warranty Defects
Battery (non-starters)	If evidence of lacking stock maintenance or car being jumpstarted (Ex marking around battery, battery cover lose). Battery cover is broken due to wrong handling.	If no signs of transport related nonstarters battery analyses should be done according to LCDS.

APPENDIX E

QUICK REFERENCE: TAKING DELIVERY OF VEHICLES

MATERIALS NEEDED:

- ☐ BLANK LYNK&CO VEHICLE CONDITION REPORT (VCR)
- ☐ CARRIER'S DELIVERY RECEIPT
- ☐ STANDARD VEHICLE INSPECTION FOR VEHICLES WITH RAPGARD®

All of the materials listed above can be found in Lynk&Co's manual, "New Vehicle Delivery, Inspection, and Transport Damage Claims". They are at the back of the manual, as Appendices.

CHECKLIST FOR ATTENDED DELIVERY:

- ☐ **Inspect vehicles in presence of driver.**
- ☐ If vehicles are too dirty to inspect in presence of driver, take photos of dirty vehicles and note this on both carrier delivery receipt and VCR.
- ☐ Inspect the vehicles following the Standard Vehicle Inspection for Rapgard® Vehicles and Standard Vehicle Inspection for Covered Vehicles.
- ☐ Document any damage found on both the carrier delivery receipt and the VCR. Fill out forms legibly. Document all areas where damage was found including damage to Rapgard® or car cover.
- ☐ Take photos of all areas of damage.
- ☐ Driver and MCC must sign both the carrier delivery receipt and the VCR.
- ☐ Submit carrier delivery receipt, VCR, and photos immediately to the person at your MCC who files transport damage claims. Claims must be submitted within 24 business hours.

CHECKLIST FOR UNATTENDED DELIVERY (AFTER HOURS DELIVERY):

- ☐ **Inspect vehicles within 24 business hours of delivery.**
- ☐ Inspect the vehicles following the Standard Vehicle Inspection for Rapgard® Vehicles and Standard Vehicle Inspection for Covered Vehicles.
- ☐ Document any damage found on the VCR. Fill out the form legibly. Document all areas where damage was found including damage to Rapgard® or car cover.
- ☐ Take photos of all areas of damage.
- ☐ MCC signs VCR.
- ☐ Submit carrier delivery receipt, VCR, and photos immediately to the person at your MCC who files transport damage claims. Claims must be submitted within 24 business hours.

CHECKLIST FOR CONCEALED DAMAGE INSPECTION:

- ☐ Perform concealed damage inspection within 48 business hours of delivery.
- ☐ Concealed damage is limited to just undercarriage and inside of tires and inside of rims.
- ☐ Take photos of damage. Fill out a VCR. Submit VCR and photos immediately to the person at your MCC who files transport damage claims.

APPENDIX F

QUICK REFERENCE: FILING TRANSPORT DAMAGE CLAIMS

ON DAY OF DELIVERY, collect the following from your delivery attendant:

- ☐ Lynk&Co Vehicle Condition Report (VCR), signed by MCC and driver (if attended delivery)
- ☐ Carrier delivery receipt, signed by MCC and driver (if attended delivery)
- ☐ Photos of damage

WITHIN 24 HRS OF DELIVERY, initiate transport damage claim:

- ☐ Prepare an email to UCM and to the carrier, to initiate transport damage claim. The email must include:
 - VIN
 - Lynk&Co Vehicle Condition Report
 - Carrier Delivery Receipt
 - Photos of damage
- ☐ Send this email to UCM and the carrier within 24 hours of delivery of the damaged vehicle.

WITHIN NEXT FEW DAYS:

- ☐ Prepare a repair estimate and submit it to UCM.
- ☐ Check your Inbox for replies to your claim.
 - Within 1 business day, UCM should email you a confirmation of receipt, and provide a claim number. This is an acknowledgement of receipt only; it is not approval of your claim.
 - Within 3 business days, UCM should contact you again. They might request additional information in order to process your claim.
 - Once UCM approves your claim, you can initiate repairs.

AFTER REPAIR IS COMPLETED:

- ☐ Prepare an invoice with UCM as the invoice and send it to UCM. It must include:
 - The full VIN
 - The claim reference #
 - The total amount of the claim including local taxes itemized.
- ☐ Also submit to UCM, on your company letterhead, your banking information:
 - Payee / Beneficiary for payment (i.e., the business name your bank knows you by)
 - MCC's Bank Name
 - MCC's Bank Account Number
 - MCC's Bank Routing Number
 - Swift code (i.e. BIC code)
- ☐ UCM will wire payment within 30 days of receipt of your invoice.