

The Inspection Dispute Process



Weight Disputes

Please provide the following:

- The packing slip or invoice (must include a breakdown of the items that were shipped and a description of those items)

..... **AND**

One or more of the following:

- Manufacturer specification sheets
- Website that shows how much the product weighs
- Recent certificate of calibration for their scales

Classification Disputes

Please provide the following:

- The packing slip or invoice (must include a breakdown of the items that were shipped and a description of those items)

..... **AND**

One or more of the following:

- Picture of the item from a brochure, catalog or website
- Actual manufacturer specification sheets

Please note: Handwritten changes to the bill of lading will not suffice for disputing weight and inspection changes.

- Please submit your documentation for dispute prior to paying the freight charges.
- Email documentation to auditresolution@ascentgl.com. Make sure to reference pro numbers, carrier name and invoice number.