

Email Correspondence

Exhibit B — messages between the parties, March 2026

The following messages are reproduced in the order they were sent. Header lines (From, To, Date, Subject) are preserved. This exhibit begins with the delivery confirmation and ends with the Carrier's final reply.

From: dispatch@coastline-logistics.example To: orders@harperinteriors.example Date: Monday, March 2, 2026, 4:12 PM Subject: Delivery completed — Shipment Order HO-2231

This confirms that Shipment Order HO-2231 was delivered today, March 2, to the Harper Interiors receiving dock in Savannah. The driver obtained a signature from your dock team. Please retain this message for your records. If you have any questions about the shipment, reply to this email or contact our claims desk.

Notice of damage — March 14

From: ops@harperinteriors.example To: claims@coastline-logistics.example Date: Friday, March 14, 2026, 9:47 AM Subject: Damage found on Shipment Order HO-2231

Our warehouse team uncrated the pieces from Shipment Order HO-2231 today, March 14, and found extensive damage across the shipment. This is twelve days after the delivery on March 2. The crates sat in our overflow bay until a crew was free to open them, which is why we are writing only now.

The damage is severe: cracked table tops, split chair frames, and delaminated veneer on the sideboards. We are commissioning an independent survey and will send the report when it is ready. We consider Coastline responsible for the condition of these Goods and expect to recover our loss.

Please treat this email as our formal notice of damage under the agreement.

Carrier reply — March 16

From: claims@coastline-logistics.example To: ops@harperinteriors.example Date: Sunday, March 16, 2026, 6:20 PM Subject: RE: Damage found on Shipment Order HO-2231

Thank you for your message. We have reviewed it against the Master Services Agreement. The ten-day notice period set out in Section 4.1 required written notice of visible damage within ten days of the March 2 delivery. That period closed on March 12.

Your notice, sent on March 14, falls outside that window. On that basis we must decline the claim as it stands. We note the agreement treats a late notice of visible damage as waived. We are, of course, willing to review any survey you send, but we cannot accept liability for a claim submitted after the notice period.

Client follow-up — March 18

From: ops@harperinteriors.example To: claims@coastline-logistics.example Date: Tuesday, March 18, 2026, 11:05 AM Subject: RE: Damage found on Shipment Order HO-2231

We disagree that the claim is waived. The pieces were crated and the damage was not reasonably visible until the crates were opened. We believe the concealed-damage provision applies, and our notice is well within thirty days of delivery.

Our surveyor has completed the inspection and the incident report is being finalized. It documents the damage item by item. We will send it under separate cover. We expect Coastline to honor its obligations once it has reviewed the findings.

Carrier final reply — March 20

From: claims@coastline-logistics.example To: ops@harperinteriors.example Date: Thursday, March 20, 2026, 2:33 PM Subject: RE: Damage found on Shipment Order HO-2231

We will review the incident report when it arrives. Our position on the notice period is unchanged: the damage your team described (cracked tops, split frames, visible veneer damage) is the kind of visible damage that Section 4.1 covers, and the notice was late.

If the report shows the damage was genuinely concealed, we will reconsider. Please send the full report and the delivery photographs so our surveyor can respond. We would like to resolve this without a dispute, but we are not in a position to admit liability at this time.