

What to Do When Merchandise is Damaged in Transit

For UPS or FedEx: If the package is obviously damaged, you can refuse delivery. Call us immediately so we can initiate the replacement process. Any damage found after opening your boxes and examining the merchandise should be reported to us within two business days to expedite the replacement process.

For LTL Carriers (Truck Freight): Before signing for delivery, inspect each carton carefully for signs of damage. If you find any damage (crushed, torn, open, unsealed tape or if damaged in any way) it must be noted on the freight bill "at time of delivery". If damage to the merchandise is severe, you **MUST** refuse delivery. Freight damaged items so noted at "time of delivery" and will be replaced/repared by the Carrier (LTL Carrier reserves the right to repair or replace) at no charge by the LTL Carrier. Contact the LTL Carrier terminal and advise of the noted damage at time of delivery. They will give you instructions on inspection and filing your claim. If you accept the damaged shipment you will have all responsibility to make a claim with the trucking company.

If there is no visible or obvious damage (carton appears acceptable at delivery and no damage is noted on delivery receipt), but you discover broken items after opening, call the LTL Carrier within two business days of receipt for instructions in placing a Concealed Damage Claim. Typically, a LTL Carrier will not give you 100% replacement value when filing a concealed damage claim and we will not assume the difference. You are responsible for verifying the condition of your merchandise upon receipt. Please inspect it carefully for shipping/handling damage prior to signing the delivery receipt.

LTL Carrier freight claims are paid directly to you, the consignee, all claims for damage or loss must be filed with the LTL Carrier. The name, address and phone number of the LTL Carrier is on the bill of lading given to you at the time of delivery. If the information is not there, request it from the driver or call your local phone directory operator for the information.

To protect yourself if you receive damaged merchandise, always keep the shipping cartons until your claim has been acknowledged and settled by the shipper. It is also a good idea to keep a detailed list of the damage and other documentation for your own file. If you accept damaged merchandise, the shipper (UPS, FedEx and truck freight LTL Carrier) has the right to inspect the merchandise and original shipping cartons before processing your claim.