

## Advanced Racking Freight Damages and Claims Policy

### Reporting Order Issues for Freight Shipping Damage:

#### Steps to File a Claim

1. Note any damage on Delivery Receipt
2. Take pictures of all damage and accept delivery
3. File a claim within 24 hours of delivery

#### 1. Inspect and Accept Shipment

All damages or other discrepancies MUST be noted on the Delivery Receipt. Any claims not noted on Delivery Receipt cannot be processed. By signing the Delivery Receipt without noting damages or discrepancies, you agree that the shipment arrived in good condition without any damage and waive any future claims, so make sure to inspect for any discrepancies before signing for the delivery. If someone else is signing for the delivery, make sure they know how to inspect the shipment and are aware of our shipping policy. If driver is unwilling to wait while you inspect everything, mark on delivery receipt "Concealed Damage Possible."

Check shipment for the following:

- Torn or punctured cardboard or stretch wrap.
  - Broken or crushed corners on the pallet.
  - Broken pallets, straps, and/or packing material.
  - Verify that the Packing Slip matches the items received in the shipment.
  - Note any discrepancies in quantities and damage on Delivery Receipt and inform driver.
- \*\*\*DO NOT REFUSE THE DELIVERY!\*\*\* Refusing delivery may result in additional freight charges.

#### 2. Gather Necessary Information to File Claim

Before filing the claim, you must collect the following:

- Pictures of the damaged packaging and product (if this is a damage claim).
- Part numbers for damaged racking and components.
- A copy of the Delivery Receipt.

### 3. File Claim within 24 Hours of Delivery

If you purchased Supplemental Freight Insurance, please contact your provider immediately. Per your request, Advanced will have replacement material or reimbursement sent out within 2 business days. If you did not purchase freight/parcel insurance, email [customercare@AdvancedRacking.com](mailto:customercare@AdvancedRacking.com) within 24 hours. Advanced will file a claim with the freight carrier directly. Per your request, Advanced will have replacement material or reimbursement sent out within 2 business days. The replacement material will be deemed an expense chargeable to you until Advanced receives direct communication the claim has been approved. Duration of the claims process depends on what carrier was used, but generally takes 6-8 weeks depending on the case.