

Freight Claims – Process for Success

Freight claim – Key Elements:

- 1. Inspect pallets!*
- 2. Do not refuse shipments*
- 3. Take high resolution photos*
- 4. Get accurate count of damaged doors to the freight carrier*

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Occasionally you may find yourself in the situation where your doors are damaged in shipment. During this time, there are some critical steps that need to be followed in order to file a successful freight claim with the freight carrier. Listed below are the recommended steps to take should you need to file a freight claim.

1. Inspect, Inspect, Inspect (Including the bottom door of the pallet)! Inspection prior to signing the delivery receipt is a must! If you see any damage note the damage on the delivery receipt. If damage is not noted on the delivery receipt, the carrier will not honor **any** freight claim.

2. If there is damage, do not refuse the shipment. Refusing the shipment will only delay the replacement process. Inspect all doors, noting the number of damaged doors on the delivery receipt. It is imperative that the correct number of damaged doors be noted. Immediately contact the freight carrier and request an inspection of the damaged doors. Save all packing material until after the freight company's inspector has seen the doors.

3. High resolution pictures need to be taken to document the damage. Pictures should be taken of the pallet before unpacking as well as the individually damaged doors.

4. Oshkosh Door Company can assist you in filing a freight claim. If no damage is noted on the delivery receipt and concealed damage is discovered later the freight claim must be filed by the customer. This is a requirement of the freight carriers not Oshkosh Door Company. In this instance all we can do is provide you with information necessary to file the claim.

Oshkosh Door Company is committed to providing you with quality door products in a "hassle-free" manner. Should you have any questions about this or any of the other Oshkosh Door Company Programs, Products and Services, please contact your inside sales representative.