

FREIGHT CLAIM GUIDELINES

No matter what preventative steps are taken, there are times when freight damage will occur. As inconvenient as this is, if all parties are aware of the expectations set by freight companies, we can work together to find the best resolution. Below is a list of steps to best assist with resolving your claim in a timely manner:

1.) Do not refuse the shipment. The freight company will hold refused shipments until they can contact the factory to re-consign the delivery. Once the shipment is received, the factory will inspect and repair any damages (at their discretion). Neither the carrier nor Oshkosh Door will be responsible for freight costs to re-ship the undamaged product.

2.) Inspect and document all damage on the delivery receipt at the time of delivery. Drivers are required to wait 5-15 minutes for you to inspect the pallet(s) and note any visible damage. If able, include the number of damaged doors. *Example: 3 doors damaged.* If the driver uses electronic forms, make sure the driver notes the damage properly before you e-sign. Also request a copy for your records. Please do not add notes such as "subject to inspection" or "packaged improperly" as this will almost certainly result in a denial of your claim.

3.) If damage is not noticed until after the driver has left, it becomes the customer's responsibility to contact the freight company directly and file the claim. Document who you speak with and any claim numbers they provide. Most freight companies allow three calendar days to amend the delivery receipt, so it is important to inspect each delivery right away. Any compensation for concealed freight damage will come directly from the carrier.

4.) Document with pictures. Photos of each side of the crate/pallet with the original packaging and detailed photos of the damage to the doors/product are extremely important. This information is required by the carrier and is helpful in showing the freight companies how damage occurred.

5.) Do not dispose of damaged product without prior approval. The carrier has the right to salvage damaged product(s), which can take several months to process. If damaged product is disposed of without prior approval, the carrier will deny the claim, rendering the customer responsible for the total cost of replacement(s).

Please share this information with your contractors, customers, warehouse personnel, and any others who might receive your shipments.

Thank you,

Your Oshkosh Door Customer Care & Claims Team
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Oshkosh
Door