

5 STEPS TO A SUCCESSFUL FREIGHT CLAIM

Unfortunately, freight damage occurs to product shipments from time-to-time, and our goal is to help you to get the best results from your freight claim.

Here is the short version of the steps that you need to take to submit a freight claim:



Inspect Shipments at the Time of Delivery. Driver must allow a reasonable amount of time to check for discrepancies and/or damages.



Note Damage and Missing Items for Palletized and Crated Shipments on the Drivers P.O.D.



Photograph the Pallet and/or Box to Document the Damage



Call or Email Us within 48 Hours



Do Not Move or Install Damaged Product - Keep Packaging

Remember, if we do not hear from you within 48 business hours, we cannot submit a freight claim.

We work closely with our carriers to get freight claims resolved in a timely manner, so give us a call at 562-695-0645 with any questions about this process.