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GENERAL GUIDELINES FOR FILING A FREIGHT DAMAGE OR LOSS CLAIM

Equipto Electronics Corporation makes every effort to minimize damage that may occur during transit. However, realizing that occasionally a problem arises we have listed some information that will help you get started in filing your claim.

- Have a copy of the freight bill or know the Pro number for the shipment.
- Immediately call the freight company to let them know that you have received damaged freight and need to file a claim.
- Keep all of the packaging from the shipment as the inspector will need to see it.
- If you are filing a concealed damage claim (you signed clear for the freight by not noting any damage or not stamping it subject to inspection), you have only 14 days in which to file a claim.

Contact Equipto Electronics regarding lead times and prices. We will make every effort to replace/repair the material in a timely fashion.

Upon receiving your P.O. for replacement parts, we will process the order for the material. If the material can be repaired, we will need to receive a copy of the P.O. as well as receive the material back at EEC. You will need to contact EEC to obtain a *return authorization number* prior to returning material. Please do not return material for repair or replacement prior to it being inspected by the carrier. When we enter the order for repair or replacement, we will state on the order that it is to repair/replace material damaged in transit. Your company will then use this invoice to aid you in filing claim with the carrier.

A copy of a generic claim form follows.

As always, we will be happy to assist you in any way we can. Please contact our Sales Dept. or Traffic Dept. if you have further questions or need assistance.

