



Air System Components Freight Claim Policy and Procedures

1. Customer/ Rep MUST inspect freight for visible damage upon arrival.
2. All damaged freight and packaging must be received and held until the claim has been settled with the carrier. The carrier is entitled to take possession of the product after the claim has been settled. *(If the product has been discarded, it's possible that the carrier will not honor the claim.)*
3. Notate the comments "**DAMAGED FREIGHT**" or "**SHORTAGE**" (ONLY) **on the DELIVERY RECEIPT (ONLY)** at the time of delivery. *(Do not write the number of damaged items on the delivery receipt if the product was only inspected externally.)* The document must include the driver's signature. If "DAMAGED FREIGHT" or "SHORTAGE" isn't notated on the delivery receipt, the damage will be considered "**concealed**" damage.

For **lost** shipments, please allow the carrier a minimum of 48 hours to locate the shipment before submitting a replacement order. If the original shipment is delivered, during the timeframe that the replacement order is being manufactured, please contact your Account Manager immediately so the replacement order can be cancelled. If the carrier attempts to deliver the lost (original) shipment after the replacement order has been received, refuse delivery of the shipment and contact ASC.

4. Provide photos of the damaged products and packaging. *If possible, please also take photos of the damaged material while it's still on the carrier's trailer.* ** Photos MUST be submitted for all concealed damage claims.
5. Fed Ex and UPS claims must be received and acknowledged within 7 calendar days of receiving the shipment.
6. Completely fill out the ASC Loss & Damage Claim Form and send the form, photos, delivery receipt and supporting documents in one single package or electronic communications (on the same day) to:

claims@airsysco.com

or

Air System Components-Freight Claims
605 Shiloh Road
Plano, TX 75074
Phone: 972-212-4942
Fax: 972-212-4937

**Copies of the notated delivery receipt MUST be included. Credits, for claims without the properly notated delivery receipt, may be delayed. Email or mail photos of damaged products, in order to insure that the integrity of the photograph is maintained. (Please do not fax photographs of damaged material)*



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7. Only submit one incident per claim. Do not submit claim forms with multiple carriers or multiple pro numbers.
8. Credits will be issued for damaged product and prorated freight charges (*based on weight of damaged goods*) ONLY.

EXCEPTIONS – (Reduced Settlement Offers/ Delayed Credits/ Credits may not be issued)

9. **REFUSED SHIPMENTS.** ASC will not file claims or issue credits for shipments that have been refused unless the shipment has been deemed “TOTALLY WORTHLESS” (*entire or majority of the shipment has been damaged.*) The consignee must accept partially damaged shipments in order to mitigate the loss with the carrier as much as possible. If the consignee cannot or will not receive the damaged freight, the Rep will be contacted. ASC will not accept any damaged material that is returned to the plants without the proper RMA (*contact Account Manager for return authorization*).
10. **CONCEALED DAMAGED.** If there is no visible sign of damage and the comment “DAMAGED” or “SHORTAGE” isn’t notated at the time of delivery (under the terms of a “**Clear Delivery Receipt**”), it is considered “concealed”. Concealed damage MUST be reported **within 5 days**. Contact the carrier’s OS & D (overage, shortage and damage) clerk at the carrier’s local terminal immediately for an inspection and obtain a copy of the inspection report. Since it’s possible that the product may have been damaged after delivery or prior to pick up, the carrier may deny the claim or make a compromised settlement offer. Provide photographs of all damaged products and packaging.

***Note: Any concealed damage claims submitted after the **5-day** period will not be filed with the carrier.