

Damaged Material Policy for UPS Shipments rev. June 2025

1. Reporting Damages:

- Customers must report any damages to their shipment within **48 hours** of receiving the package.
- Reports should include:
 - **Photos** of the damaged items.
 - **Photos** of both the original shipping box **AND** damaged items.
 - The **packing slip**, with the specific line indicating the damaged material clearly noted.

2. Reimbursement Process:

- Upon receiving the damage report, we will review the provided documentation.
- If the claim is approved, customers will be reimbursed for the damaged material.

3. Exclusions:

- We do not file claims with UPS. Customers are responsible for handling any claims directly with UPS Freight.