

## **Damaged Material Policy for UPS Shipments** rev. December 2024

### **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.
  - 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.