



Freight Damage - Procedure

Product that has been damaged in shipping should be reported to Customer Service within 24 hours of the receipt of goods. Complete the Freight Damage Claim form including serial number where applicable. It is best to provide photos of the damaged product to expedite the process.

If damage is apparent upon delivery, follow the "Damaged on Receipt" claim procedure.

If damage is concealed and not revealed to you until a later date, follow the "Concealed Damage" claim procedure.

Damaged On Receipt Claim Procedure

If damage is apparent at delivery the shipment should either be refused or a specific description of the visible damage should be notated on the Bill of Lading at delivery. By signing the Bill of Lading, you are accepting the shipment as is.

In the event you refuse a shipment, please submit a new purchase order and we will send out new materials and credit the initial order. Be sure to indicate the details on the replacement order.

If you notate the Bill of Lading and accept the shipment, the following procedure applies.

1. Notify Customer Service immediately
2. Photograph the damaged goods and packaging
3. Fill out the Freight Damage Claim form
4. Forward the Freight Damage Claim form, photograph, Bill of Lading and all supporting documents to Customer Service via fax at (800) 343-3473

Upon receipt of your claim, Customer Service will advise the appropriate sales representative to determine whether the item(s) will be repaired or replaced. Your sales representative will make this determination by viewing your pictures or the actual product.

We will either obtain replacement parts or authorize a R.A. (Return Authorization). If a R.A. is issued, you will be instructed on how and where to return the product. A credit will be issued once the material is received.

Concealed Damage Claim Procedure

In the event a product is received as good and later found to have concealed damage, the following procedure applies.

1. Notify Customer Service immediately
2. Photograph the damaged goods and packaging
3. Retain the original packaging
4. Fill out the Freight Damage Claim form
5. Forward the Freight Damage Claim form, photograph, Bill of Lading and all supporting documents to Customer Service via fax at (800) 343-3473

Upon receipt of your claim, Customer Service will advise the appropriate sales representative to determine whether credit is due, and if the item(s) will be repaired or replaced. Your sales representative will make this determination by viewing your pictures or the actual product.

If the claim is accepted, the company will either obtain replacement parts or authorize a R.A. (Return Authorization). If a R.A. is issued, you will be instructed on how and where to return the product. A credit will be issued once the material is received.

Destroy In Field

In some cases, a customer may be instructed to destroy the unit/damaged products. If a Destroy in Field is authorized, the serial number tag must be removed & returned to:

**FMI Products, LLC
Customer Service
1769 East Lawrence Street
Russellville, AL 35654**



Freight Damage Claim

Company: _____ Today's Date: _____

Contact: _____ Account # _____

Street Address: _____

City/State/Zip Code: _____

Phone: (____) _____ Fax: (____) _____

Email Address: _____

Freight Carrier: _____ Arrival Date: _____

P.O.# _____ RA# _____

DAMAGED PRODUCTS

Model #	Serial #	Description of Damage
1) _____	_____	_____
2) _____	_____	_____
3) _____	_____	_____
4) _____	_____	_____
5) _____	_____	_____

Customer Signature

FMI Products, LLC Approval

Credit Memo #

Fax to: FMI Products, LLC Customer Service (800) 343-3473, or
Mail to: FMI Products, LLC - Customer Service 1769 East Lawrence Street, Russellville, AL 35654