

DAMAGE CLAIM GUIDELINES

November 2017



Above View takes great pride in utilizing quality packing methods; however we realize that ceiling tiles may on rare occasion be damaged in shipping. We will replace damaged tiles at no cost if you adhere to the following terms.

VISIBLE DAMAGED – **refuse** pallets with damaged cartons (partial order) or whole order if there is extensive damage.

- Inspect your shipment immediately upon arrival before signing the delivery receipt
- Note any damage when signing for the shipment on the delivery receipt
- Always make a list of the following:
 - Specific type of ceiling tiles damaged
 - # of Pallets with damage
- Note on delivery receipt **"DAMAGED REFUSED"**
- Note # of refused pallets and number of accepted (received) pallets on delivery receipt
- Take photos of the outside of the cartons and pallets
- Claims must be made within **24 hours** from receipt of shipment.
- E-mail your claim along with photos of the damage, signed delivery receipt, specific tiles on refused pallets and number pallets damaged/refused to info@aboveview.com

CONCEALED DAMAGED - shipment is delivered with no visible damage but damage is discovered after truck driver has left and cartons are opened ("concealed damage").

- Once damage is discovered – leave ceiling tile(s) in original carton with original packaging
- Notify Above View immediately at info@aboveview.com or call 414-744-7118
- Take photos of the damaged tiles in the carton as opened
- Do not alter ceiling tiles or packaging until inspection is made or claim is settled
- Salvage must be retained until the claim is concluded
- Always make a list of the following:
 - Specific ceiling tiles damaged
 - # of tiles damaged
- Claims must be made within **2 business** days from receipt of shipment. After 2 business days you are assuming responsibility for any damages that may have occurred. Above View will not be held liable for products stored on a job site.
- E-mail your claim along with photos of the damage, signed delivery receipt, specific tiles and number of tiles damage to info@aboveview.com.

We appreciate your assistance in providing detailed accounting of damage to assist Above View in recouping costs from the carrier.