

## SMART Customer Claims:

Hello, thank you for submitting your claim with Smart Warehousing! Before any other action is taken, please make sure the below has been followed or attached. Thank you in advance!

### **Must be true, per carrier terms:**

- Must ship on SMART account number for small parcel; LTL/TL SMART must route and set up transportation.
- Small Parcel orders must be submitted within 15 days of the delivery date.
- LTL/TL must be submitted within 2 days.
- Perishable goods – We do not submit claims per carriers. Recommend for customer to get Supply chain insurance.

### **Documents REQUIRED for the Claims Process:**

If SMART does not receive the below documents within 5 business days, **NO** claim will be filed.

- o Wholesale invoice; showing value of the product.
- o Photos of all damaged products. If photos are not provided, a claim will not be filed.
  - Repair invoice if product can be salvaged and not destroyed. *If a product cannot be salvaged, SMART will need documentation on why the goods cannot be salvaged.*
- o Signed BOL notating shortage or damaged.
  - Damaged product(s) must be put in a **HOLDING** area within SMART until carrier approves or denies the claim.
  - If for any reason the damaged goods must be disposed of before the claim has been processed, the customer must provide SMART with a dispose certificate. If SMART does not receive this, **NO** claim will be filed.
- o Standard Form of Loss Claim and Damaged
  - This is given to the customer once they submit a Service Now case. This needs to be completed and returned within 5 business days. If not, a claim will **NOT** be filed.
- o Claims must be filed within **2 business days** of receipt.
  - If no documentation was provided when the claim was filed, SMART will request the customer to send the needed documents to proceed with the claim. The customer has **5 business days** to provide this to SMART. After the 5<sup>th</sup> business day, **NO** claim will be filed.

### **Concealed Damages:**

- Customer has **1** day to file a claim after receipt. If a ServiceNow ticket is created within **24 hours** of receipt, **NO** claim will be filed.
- This process will follow the FTL/LTL procedure. It's very important that the customer sends all required documents on day **1**.

### **FAQ:**

#### **What is considered a claim?**

- Damaged product: Meaning product is deemed to be unusable. Need to know the exact count of units that are damaged and deemed unusable.
- Shortage/Lost pallet(s); Shortage(s)/Lost pallet(s) are required to be noted on the POD.
- [FedEx/UPS](#) terms and conditions.

#### **Who submits a Service Now case for a claim?**

- Consignee/Customer will submit a ServiceNow ticket to their CSS.
  - o The CSS will review the ticket to make sure the customer has all the requirements to file a claim.

#### **What is not considered a claim?**

- The shipment was delivered to the incorrect delivery address then re-delivered to the correct delivery address and all the units were in good standing.
- Paid for two-day shipping, carrier did not deliver within the two-day window.
- Carrier delivered to an incorrect address, and the address that the carrier delivered to be the address that the customer provided to SMART.
- Damaged upon arrival but all the inner contents of the package are usable and or sellable.
- Damaged pallet, no damage to any of the units.
- Missing shrink wrap, no damage to any of the units.
- Carrier missing their appointment OR showing up past appointment time.
- SMALL Parcel, customer states they did not receive their shipment, but UPS/Fed-Ex shows they delivered to the correct address.

**IMPORTANT:** IF ANY OF THE ABOVE ARE NOT PROVIDED OR MADE TRUE THE CLAIMS PROCESS IS REJECTED AND THE CASE WILL BE CLOSED.