

Filing a Damage Claim with UPS

Dear Customer, PLEASE READ ALL OF THE FOLLOWING

I am sad to hear that your order has sustained damage during shipping. Aqua-Link ADP carefully inspects all products before shipping. We take great pride having an extremely low rate of packages arriving damaged. Due to the delicate make up of the products we manufacture, we follow painstaking steps to go above and beyond carriers safe packaging requirements. Unfortunately we have absolutely no control of package handling once the product leaves our possession.

If you receive a product that was damaged you must file a claim with the carrier within 48 hours. Adhere to the following procedure to expedite the claims process;

- DO NOT attempt to return the product to us under any circumstances. (That will only complicate and extend the recovery process and you will incur additional shipping cost)
- DO NOT use the item in a damaged condition.
- DO NOT attempt to repair with any sealant.
- SAVE ALL OF THE ORIGINAL PACKAGING until the claims process is complete.
- Repackage all contents as it was when it arrived.
- Take pictures of the packaging carton from all angles and send copies to me. UPS will expect the following photos;

- Photo 1:** A photo of the damaged item standing alone.
- Photo 2:** A photo showing the damaged merchandise, *inside the original box*, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box).
- Photo 3:** A photo of the packaging material used inside the box (e.g. bubble wrap, Styrofoam peanuts, cardboard dividers, etc.).
- Photo 4:** A close-up photo of the shipping label with tracking number (please zoom in enough to read the tracking number which usually begins with 1Z).
- Photo 5:** A close-up photo of the box manufacturer's certificate (BMC), (if available.) The BMC is a round stamp that details either the bursting strength of the box or the edge crush rating of the box. The BMC is generally found on a bottom flap on the outside of a corrugated cardboard box.
- Photo 6:** Two photos displaying all 6 sides of the package (1 photo should display the top and 2 sides, the 2nd photo should display the bottom and the opposite sides).
- Photo7:** Dimensions of the box including the package height, length, and width provided in the body of the email.

- Focus on and note any damage no matter how small. Scrapes, crush marks, punctures, etc.
- Dismantle the system down to just the shell and/or broken parts. (Note; if the claim is approved we will only replace the damaged part or parts. It is doubtful, but if UPS request to remove the package from your possession for inspection they will not return them so, it is very important that you retain any undamaged parts.

Online go to; <https://www.ups.com>

In the lower left corner of the webpage click "File A Claim"

Insert your package tracking number.

Are you the shipper? check "NO"

Type of problem? Check "The package is damaged"

Click "Continue"

Follow online instructions.

Send any supporting photos or documents

****Report the full price of the sale as the value of the contents (UPS will only pay up to \$180)****

****Report total amount requested as \$180**

****Report Additional information; i.e. the damage to the product was a direct result from the damage sustained to the container****

****Report "Material used for packing" as; bubble wrap and/or packing peanuts****

****Attach any supporting photos or documents with your claim****

Save a copy of your completed online claim forms and email a copy to us.

After you file the claim UPS will contact us if they need any additional supporting documents. Once UPS finalizes the claim process we will ship a replacement out to you. This can take approximately 3-7 business days.

Feel free to contact me if you have any questions or concerns

Tim

Aqua-Link ADP

717-292-4966