



## FGM INDUSTRIAL CREDIT CLAIMS PROCESS

### FGM INDUSTRIAL PRODUCT CLAIMS POLICY

I. CLAIMS RELATED TO DELIVERY Claims for concealed damage must be reported to FGM in writing within one (2) business days following delivery and must be accompanied by photographs of such damage; damaged products and packaging materials must be held at the delivery site. Claims for visible shipping damage must be reported to FGM in writing within ten (10) business days following delivery and must be accompanied by a carrier proof of delivery that has been signed and indicates in detail the damage at the time of delivery; damaged products and packaging materials must be held at the delivery site. For sealed trailers, the seal number should be documented on the carrier proof of delivery. Claims for overt/patent shipping shortages must be reported to FGM in writing within ten (10) business days following delivery and must be accompanied by a carrier proof of delivery that has been signed and indicates in detail the shortage at the time of delivery. Claims for other shortages and errors in shipment must be reported to FGM in writing within ten (10) business days. For sealed trailers, the seal number should be documented on the carrier proof of delivery. Customer will be liable for any re-consignment charges due to Customer's error. Customer will be liable for a 25% restocking fee and freight charges for wrongful refusal of a shipment due to Customer's error. FGM is not liable for any damage, shortages, and errors for collect/will-call shipments. No replacements or credits will be issued if Customer fails to comply with the foregoing. II. CLAIMS RELATED TO DEFECTS AND NONCONFORMANCE Customer shall have ten (10) days from the date Customer receives any products to inspect such products for any other defects and nonconformance (which are not due to damage, shortage or errors in shipping under Section I above) and notify FGM, in writing, of any defects, nonconformance or rejection of such products. If Customer does not notify FGM within such ten (10) day period, Customer shall be deemed to have irrevocably accepted the products. After such acceptance, Customer shall have no right to reject the products for any reason or to revoke acceptance or to revoke payment of invoice for such products. The sole and exclusive remedy for products alleged to be defective in workmanship or material shall be the replacement of the products subject to FGM's inspection and Limited Warranty.

#### VERY IMPORTANT NOTE:

All claims require prior authorization from FGM Industrial in the form of a Return Materials Authorization (RMA)#. The RMA# can be obtained by calling into our office or by email to: [shipping@fgm-industrial.com](mailto:shipping@fgm-industrial.com).

**NO MATERIALS OR PRODUCTS MAY BE RETURNED TO FGM WITHOUT AN RMA# or written approval.**

Credit Claim should be submitted with the below attachments:

Once you have all the necessary documents mentioned below, please contact your local FGM Sales agent or send an email request to: [shipping@fgm-industrial.com](mailto:shipping@fgm-industrial.com)

☐ Please provide the following information for reporting damages:

FGM RMA #	
Pictures	(attach)
Signed POD must be noted	(attach)

☐ For shortages please provide the following:

FGM RMA #	
Signed POD with shortages must be noted	(attach)

☐ For Pricing discrepancies provide the following:

Credit Memo Request	(completed form)
Please attach quote showing price discrepancy	(attach)

Please attach appropriate documentation (formats accepted .pdf, .jpg, .tiff) and send via email. This will allow for quicker processing. Send email to: [shipping@fgm-industrial.com](mailto:shipping@fgm-industrial.com)

We appreciate your help with this. Thank you!