

DAMAGED SHIPMENTS

DO NOT REFUSE DAMAGED SHIPMENTS

- If a shipment is refused, you will be responsible for freight charges both ways. Parts will not be credited.
- Depending on the damage, we may choose to discount the part or have you scrap it.
- Please follow the below procedures to ensure that issues with damaged shipments are quickly resolved.

LTL Shipments

- It is the customer's responsibility to note all damage on the freight bill; drivers must sign or initial these notes.
- Pictures must be taken of the pallet prior to unbanning it.
- Individual pictures must be taken of all damaged items.

UPS Shipments

- Have driver note all damages prior to signing for the delivery.
- UPS requires pictures of the damaged boxes prior to opening.
- UPS requires pictures of the boxes weight certification.
- Take pictures of all damaged parts.
- UPS requires boxes to be kept for possible inspection until claims are settled.

Ship outs (parts shipped in bodies)

- New Way will not be responsible for any damage done to parts shipped inside new units; this also goes for possible damage to the units themselves. New Way will do what it can to secure parts against possible damage but anything that happens in transit is out of our control.

Please do not take extreme close ups, we must be able to identify the part(s), whenever possible, show part number(s) in the picture(s).

NOTE: You cannot take too many pictures.