



How to Process a Freight Claim

Visible Freight Damage. For visible freight damage, customer should note damage on the delivery receipt and **refuse** the product. Customers are responsible for inspecting the mats before signing the bill of lading. Contact Crown Mats Customer Service immediately so that a freight claim can be filed and a replacement order processed.

If damage is found after the driver has left and was not notated on the delivery receipt, it is concealed damage. The customer may be required to hold the material until the claim is mitigated. Customers must notify Crown Mats **within 7 business days to file a concealed damage claim.** We require that all original packaging materials including the skid must be retained until we advise you. Take photographs of the damage and email to sales@crownmats.com. Contact Crown Mats for a Return Goods Authorization number.

Damage that occurs in transit is unfortunate and we do sincerely apologize. Crown Mats utilizes many carriers and works with them to assure that our products are delivered in quality condition. Our guidelines are in place to protect everyone involved and help to expedite the process of sending replacement mats as quickly as possible.