

## Zenith Freight Lines, LLC (ZEFL) ~ Damage / Claim Report

*All pieces should be inspected at time of delivery for damage. Concealed damage must be reported within 30 days of date of delivery.*

Carrier Name: \_\_\_\_\_ Manufacturer: \_\_\_\_\_

Carrier Pro Number#: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_ Consignee: \_\_\_\_\_

Date Merchandise Unpacked: \_\_\_\_\_

Date Reported to Carrier: \_\_\_\_\_ PLEASE CHECK: CASE  UPH

Type of receiving facility:  Dock  Street-level  Other: \_\_\_\_\_

Describe handling procedures at receiving facility: \_\_\_\_\_

Describe condition of packaging: \_\_\_\_\_

Outer: \_\_\_\_\_ Inner: \_\_\_\_\_

In your opinion, what was the cause of the damage? \_\_\_\_\_

Present location of damaged item: \_\_\_\_\_

Was item moved from original delivery location?  Yes\*  No

\*If yes, specify date, distance, and responsible party: \_\_\_\_\_

# Pcs	Ack# or PO#	Item #	Description of damage or defect	Your Cost of Item

*(Please submit separate report for each damaged piece)*

Specify your preference but be advised all claims are processed following the guidelines set by *both* carrier and manufacturer:

- Carrier to Pick-up for inspection-repair or replace.
- Parts needed to repair in house (no cost incurred for parts or labor). Parts needed: \_\_\_\_\_
- Customer to repair in house. Estimated repair cost: \$\$ \_\_\_\_\_
- Customer to repair using outside service - Requires a written estimate be submitted, within 30 days of initial claim, for APPROVAL BEFORE any repair is made or claim will be denied.
- Replace - not repairable (All damaged pieces must be returned to Zenith before claim is processed)
- Reimburse store - replacement not needed (Damaged piece will need to be returned before claim for payment processed).

Company: \_\_\_\_\_ Phone# \_\_\_\_\_

Address: \_\_\_\_\_ Fax# \_\_\_\_\_

Email: \_\_\_\_\_

Contact: \_\_\_\_\_

Signature: \_\_\_\_\_ Position: \_\_\_\_\_ Date: \_\_\_\_\_

Completed report may be faxed to Customer Service @ 828-468-3936 or email to [claims@zenithcompanies.com](mailto:claims@zenithcompanies.com) for processing.

**COMPLETED CLAIM FORM AND PHOTOS MUST BE RECEIVED WITHIN 14 DAYS OF INITIAL CLAIM OR CLAIM WILL BE DENIED.**