

Northern's Damage Claim Policy

Northern Radiator has always made customer service one of our top priorities and we are very proud to be named as one of the cooling industry's best in that category. One way we have been able to maintain that distinction is by closely monitoring the industries we partner with. By doing so, we can adapt quickly to the current business climate thus enabling us to continue to provide you the parts and services you've come to rely on.

Due to the many changes going on in the shipping industry, Northern Radiator will be amending the way damage claims are handled moving forward. The changes, which are detailed below, will begin on Tuesday, July 5th, 2022.



Common (Ground) Carriers - i.e. UPS, FedEx Ground, GLS, SpeeDee, etc.

In the unfortunate event of a package being delivered by a ground courier is damaged please do **NOT** refuse the package. Instead, **sign for the parcel as damaged and notify us of the situation within 48 hours** of delivery. In the event no signature was given at the time of delivery, we can still successfully file a claim as long as we are notified within the first 48 hours.



Single Order Truck (pallet) Carriers - i.e., FedEx Priority, Southeastern, Central Transfer, RLS, etc.

Truck companies are tightening up on their requirements for paying on damage claims that don't meet the following criteria:

- **A signed BOL that is notated as damaged by the receiving party.** It is more important than ever to inspect all pieces being delivered by a truck carrier even if the parts look okay. If there is any damage to the box or the part inside, do **NOT** refuse the shipment. Instead, you must **have the driver notate the damage on the BOL (bill of lading) before you both sign off** on it. If this is not done, the odds of filing a successful claim with these carriers drop to zero.
- **We must begin the claim process with the carrier within 72 hours of delivery.**

Unfortunately, if we cannot meet both requirements, we will not be able to pursue a claim with these companies.



Stock Order Truck Freight

Northern understands that these shipments need to be handled a bit differently and while we would appreciate following the same steps as a single order shipment if damage is noticeable, we will accept and start a claim on any concealed damage to a unit sent on a stock order as long as we are notified within 60 days of delivery.

For any questions on this policy, or if you need assistance with a damage claim, please contact Customer Service at **1-800-328-8900**.