

Lost, Stolen or Damaged Shipments

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Free On Board (FOB) Shipments

All orders are shipped Free On Board (FOB) Origin from Aurora, Colorado, USA. That means product ownership and risk of loss passes to you (the customer) as soon as it is loaded onto a delivery vehicle at our facility. Univair is not responsible for replacing or refunding lost, damaged, or stolen shipments. However, we can handle the claims process for you depending on which carrier was used.

Stolen Packages

It is your responsibility to be present when your order is delivered. **Univair is not responsible for replacing or refunding any stolen items once the tracking number shows that the shipment has been delivered.** If you cannot find your package after the tracking number shows it was delivered, and you have exhausted all efforts to find it in your home or place of business, you will need to contact your local police department and file a theft report. Univair cannot do this for you.

Lost or Damaged During Shipping

If a shipment is lost or damaged during transit, a claim will need to be made with the carrier. Depending on which carrier was used, Univair may or may not handle the claim for you. FedEx, UPS and the U.S. Postal Service all require claims to be made within 60 days of the shipment date. Deadlines for freight companies can vary based on their policies and the terms of your contract, but it is wise to start the claims process as soon as possible.

Filing a Claim

The process for filing a claim with the different carriers is as follows:

If the order is shipped via:	Who files the claim?
UPS or FedEx	Contact Univair as soon as possible and we will handle the claims process for you. Deadline is 60 days from <u>shipment</u> date.
United States Postal Service (USPS)	The customer must file their own claim with the post office. Visit their website for information on starting the claims process. Deadline is 60 days from <u>shipment</u> date.
Truck, air, or ocean freight	The customer must file their own claim with the freight company. Deadlines are dictated by individual carrier policy and terms of your contract.

Freight Deliveries

★ **IMPORTANT: Inspect your outer packaging and the contents for damage BEFORE ACCEPTING DELIVERY.**
Univair is not responsible for replacing or refunding parts damaged by the freight company. ★

- **SIGNATURE REQUIRED:** All freight companies require a signature before the shipment is released. You or your representative must be present to accept delivery.
- **INSPECT YOUR ORDER CAREFULLY:** Once you sign for the delivery, you are accepting the shipment AS IS and take responsibility for any damage that occurred during transport. If you sign for the shipment without documenting any damage, the freight company will deny your claim.
- **MINOR DAMAGE:** If you notice minor damage to the packaging and/or product(s) and want to accept the delivery as is, make a note of all damage (crate, packaging, parts) on the delivery receipt and take pictures BEFORE signing the release form.
- **SEVERE DAMAGE:** If it is severely damaged you can refuse delivery and the shipment will be returned to Univair. Once we receive the item(s), we will contact you regarding a refund or replacement.
- **RETURNS/REFUNDS:** If you sign the release form without documenting any damage, then the parts are not eligible for a return or refund. Univair does not refund shipping fees or crate fees for any reason. For returns, the customer is responsible for paying the return freight charges. See our [Returns & Refunds Policy](#) for more details.
- **CLAIMS:** The customer must file their own claim with the freight company within their deadline.

FedEx and UPS Deliveries

- **SIGNATURE:** We do not require a signature for FedEx and UPS shipments, however we recommend that you be present at time of delivery to inspect your packages for damage and prevent theft.
- **DAMAGE:** We will require photos of the damage before we start the claims process. Photos must clearly show any damage to the packaging as well as the part(s). Contact a Univair sales representative for further requirements.
- **CLAIMS:** Claims for **lost** or **damaged** items must be made with Univair as soon as possible, and we will handle the claims process with the carrier. If you fail to start the claim within the 60-day deadline, Univair is not responsible for refunds or replacements.
- **STOLEN** packages must be reported to the local police department by the customer (Univair cannot do this for you); see the *Stolen Packages* section above for more details. Univair is not responsible for refunding or replacing stolen goods.