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, and to secure the packages and their contents to prevent theft. 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, 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. At the time this article was published, FedEx, UPS and the U.S. Postal Service all require claims to be made within 60 calendar days of the shipment date for U.S. shipments. Deadlines for international shipments may be shorter (check to carrier's website for exact deadlines). Freight company's deadlines 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. Failure to file a claim by the carrier's deadline will result in your claim being denied.

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 calendar days from shipping 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 calendar days from shipping 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.

^{*}Deadlines shown are for U.S. deliveries only; deadlines for international shipments can be much shorter. See the carrier's website for details on international shipments.

Notes About 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 file the claim within the carrier's 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. It is the customer's responsibility to be present at the time their order is delivered, and to secure the packages after delivery to prevent theft. Univair is not responsible for refunding or replacing stolen goods.

Notes About Freight Deliveries

- **★ IMPORTANT:** Inspect both the outer packaging and the contents for damage <u>BEFORE ACCEPTING</u>
 <u>DELIVERY.</u> 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 full responsibility for any damage that occurred during transport. If you sign for the shipment without documenting any damage and later file a claim, 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 a product 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.

- UNIVAIR 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. When returning items, 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.