



American Best Group

~ CLAIMS POLICY ~

To aid in the settlement of a freight claim with our company, the following steps should be taken:

- Call us immediately upon discovery of damage and a claim form will be provided. Complete and return the claim form with any supporting documents providing as much detail as possible in a prompt and timely manor (faxed or emailed forms are acceptable). Please be advised that no claim will be paid until this form has been received by ABG.
****Required documents:** Claim form, copy of manufacturer's invoice and photos of the damage & carton. If the item is repairable a detailed copy of the repair estimate will also be required.
- All merchandise must remain at the point of delivery until all claims have been closed in completion. No claims will be honored on merchandise that has been relocated to a different location or in customers' temporary use, unless pre-approved by ABG. Keep all damaged piece(s) in the original carton for inspection, if required. If a claim is settled as salvage, items will need to be kept in their cartons for return upon our request.
- Do not place an order for a replacement piece/part(s) or have repairs made on a claim without authorization from ABG. Doing this provides just cause for a claim to be null and void. ABG will not honor any claim where a replacement piece/part(s) is ordered direct from the factory and charged to our account without prior approval.
- Concealed Damage Claims MUST be reported within 15 days of delivery.** Reasonable evidence must be offered to ABG that loss or damage was not incurred after time of delivery. Concealed damage claims reported in this time frame will be settled on a percentage basis not to exceed 50% of the cost of the piece. This concealed damage percentage also applies to claims that require repairs only. No concealed damage claims will be honored on marble, stone, glass or mirror. These items must be inspected and any damage noted on the manifest at time of delivery.

Proper communication is the most important factor in getting freight claims settled promptly and fairly. Our telephone number is available for your use as well as our fax facility. If at any time, you have a question concerning the manner in which a claim is being handled, please call and we will be happy to discuss the situation with you.