**Processing Claims**

Retail rules for claims. First is to ALWAYS MAKE NOTE OF ANY DAMAGES OR SHORTAGES AT TIME OF ARRIVAL BY NOTING ON FREIGHT BILL OR WITH UPS/FEDEX DRIVER. This is very important in being able to file successful claims. The Retail claim process is 3 steps. Step 1: STOP do nothing. Do not close the XFR, PO or INV. DO NOT close an XFR, sell it to a customer, bring it back from the customer and then let me know something is wrong. Step 2: Email me everything. What XFR, PO, INV, Part #, track #, damaged or short, freight bill noting damage, location of damage item and any other info that might be needed. Step 3: STOP you are done. Do not make any more adjustments.

These same steps are used when dealing with a shipment going from your Store to a customer or other Store.

If an inbound vendor drop ship comes in clearly damage, refuse it.

These rules have been streamlined to help Retail to have a successful claim.

NOTE: our 3rd party UPS account pays for shipping ONLY. It gives us no rights to change address, do Return to Sender, file a Tracer or Claim. The 6 digits after the 1Z in the UPS track # is the account of record. Anybody can contact UPS to let them know of any loss or damage. Once UPS has been notified they will contact the account of record holder to finalize the Tracer or Claim. UPS will ONLY deal with the account of record holder from that point forward. DO NOT let vendors tell you that we must file since they used our 3rd party account.

Thank you

John

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