



## **Principle Express Freight Claim Policy**

In order to file claim, please follow the below guidelines.

Report damages immediately to Principle Express and request a claim form which will have your claim number. Request must be made within 24 hours of customer receiving the shipment. Claim form must be filled out completely and submitted to Principle Express within 5 business days with all supporting documents requested on the claim form. If the above guidelines are not followed, this will result in a denial of the claim.

For Daytime delivery, we encourage customers to inspect freight before signing for it. If a customer signs for the freight, we assume they have accepted the freight in good order.

**Principle Express will not be responsible for glass**, including but not limited to windshields, back glass, window glass, quarter glass or tailgate glass. We will ship these items for you but Principle Express will not be responsible nor accept any claims for glass.

**Principle Express will not be responsible for roof panels shipped in cardboard boxes**, roof panels are too light and flimsy and can easily bend or dent when shipped in a cardboard box. It is recommended that roof panels are placed in a wooden crate.

**Principle Express will not be responsible for bumper covers shipped in plastic bags**, plastic bags are not enough protection to prevent scuffs, scratches and bends. It is recommended that bumper covers are shipped in boxes, if shipped in plastic bags, they should be bubble wrapped or add foam padding for protection.

**Principle Express will not be responsible for broken headlight or taillight mounting tabs, ears, plastic guides, etc.** These small thin protruded pieces of plastic are easily cracked or broken when the headlight has any room for movement within inside the box. It is recommended that additional protection and padding be added to protect these protruded delicate thin pieces of plastic. If there is sufficient damage to the outer box, we will review the claim as needed.

If you have any questions regarding this policy, please use the Contact Us link on our website or simply give us a call.