

# **CLAIMS PROCEDURES**

## **NOTED DAMAGE OR SHORTAGE CLAIMS COMMON CARRIER**

1. Note damages and shortages on the delivery sheet. Be descriptive and include a good count.
2. Ask the driver to call the Over, Short and Damaged Department, (OS&D) for an exception number.
3. Take pictures of the damage and the load in general if possible.
4. Write "Subject to Count and Inspection" on the delivery receipt if you do not have the time to break down and open all boxes.
5. Call MHT Lighting Customer Service to report damages and shortages AND fax over a copy of the delivery receipt to (718)524-4390.
6. You may reject the entire order if more than 50% of it is damaged or you may reject only the damaged units. Indicate on delivery receipt what is being rejected and why.
7. If you accept the damaged units you must store it in its original condition for 60 days or until MHT gives you disposition.

## **CONCEALED DAMAGE CLAIMS COMMON CARRIER**

1. CONCEALED DAMAGE MUST BE REPORTED TO MHT WITHIN 7 DAYS OF RECEIPT.
2. Notify carriers OS&D Department immediately of pro number and damage count.
3. Take pictures of the damage if possible.
4. Call MHT Customer Service to report damages and shortages (718)524-4370.
5. Hold the damaged unit(s) in its original condition for 60 days or until MHT gives you a disposition.

## **UPS/FEDEX DAMAGE OR SHORTAGE CLAIMS**

1. Cartons containing obvious damage should be rejected. If in doubt, reject it.
2. If you are accepting less than the total quantity, you must sign for the number of packages you are accepting ONLY.
3. Write down all the tracking numbers. Be sure to note which tracking numbers were refused, shorted or damaged.
4. Call MHT Customer Service within 24 hrs to report external damages and within 7 days to report shortages or concealed damage.
5. Hold the damaged unit(s) in its original condition for 60 days or until MHT gives you a disposition.



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