



July 1, 2022

Orders and Freight Claims Procedure

- 1) Customer calls / emails Technical Support Service team
techsupport@nabcoentrances.com or 877-622-2694 (option 3) for Damaged or Missing Parts from a new order
- 2) Customer Notes damages on carrier's electronic PDA or on Bill of Lading (BOL)
 - Customer captures pictures of damaged parts and of shipping container
 - Customer supplies copy of signed BOL (received damage date) Order Number, Tracking Number and Pictures via email to Technical Support Service
 - Customer to keep damage material at your location in original boxes until notified of further instructions on how to proceed
- 3) Once Nabco receives all the pictures, freight claim filed with the carrier
- 4) Most claims take thirty to ninety business days to settle

Instructions for Concealed Damages

- 1) There is a 15-business day window to report any damages or missing parts to NABCO Entrances from delivered date.
- 2) Only one-third of the material cost will be covered under concealed damage by NABCO Entrances. The customer will be responsible for two-thirds of the material cost and all the replacement freight charges.
- 3) After 15-business days and damage is unnoticed at the time of delivery, and customer did not sign the BOL as damaged, then NABCO Entrances cannot file a proper freight claim.

Important Information

Replacement parts sent out by NABCO Entrances will only be Free of Charge if original order has been documented, as damaged or parts reported missing within 15 days of NABCO Entrances providing shipping to Technical Support Services.

Any damage or missing parts notified to NABCO Entrances after 15 business days will not be liable by NABCO Entrance or the Carrier; it will be the customers responsibility for all charges

Only shipments that leave NABCO Entrances prepaid are eligible for a claim. All other collections and third-party shipments require the consignee or other party for filing

Further questions or concerns please contact Technical Support Service team at:
techsupport@nabcoentrances.com or 877-622-2694 option three