



DAMAGE INFORMATION

Damage Claims

MSI's logistic company of choice is FedEx and FedEx Freight. If you used FedEx and there is damage to your product, we will assist you in getting your claim taken care of. However, if you have elected to use another logistic company, we can not assist you except supply images of your packed pallet/skid order.

Customer's Responsibilities

As the recipient, you must carefully identify and document loss and/or damage on the delivery receipt at time of delivery is visible. If it was not noticed at the time of the delivery, you still can claim damages. See below for explanation.

Visible or Noted Damage

Visible damage is apparent at the time of delivery and should be noted. Noted loss or damage is recorded in detail on the delivery receipt. When recording loss or damage, please use specific details about damage on the product itself. This will provide adequate support for your claim.



MSI uses clear stretch wrap, steel metal bands and packing cartons on pallets/skids. Always check for scuff marks on packing cartons or torn stretch wrap. This could indicate damage and we recommend that you open the pallet/skid or boxes immediately. ***If you see damage on the outside, make sure the delivery person waits while you open the carton or box to verify any damages.***



Example of Proper Notation: "1 of 20 wheels, 19x3.0 lip damaged in 1 pallet/skid"

Concealed Damage

These claims are considered and investigated as concealed damage claims and will be handled based on their individual merits. Always open boxes and unwrap pallets/skids immediately to verify no damage was done to product.

Concealed damage is that which was not apparent at the time of delivery. The

Customer must report it to the delivering carrier upon discovery and a request for inspection by the carrier's representative made. Notice of damage and a request for inspection may be given by telephone or in person, but in either event must be confirmed in writing, via email or mail."

Concealed damage must be reported to the carrier within 21 days of delivery. Inspection or waiver of inspection will be provided by FedEx as promptly as possible after receipt of request by the Customer. However, should FedEx waive inspection, the Customer must make the inspection and record all information to the best of his or her ability pertinent to the cause.



Stretch wrapped and Shrink wrapped Skids – FedEx Carriers only

FedEx is responsible for handling units, as counted at the time the shipment is received. If a driver signs for a shipment as "1 SWS (stretch wrapped skid) STC (said to contain) 25" or "1 SWS UTC (unable to count)," FedEx Freight is responsible for delivering 1 stretch wrapped skid intact, not 25 pieces. If cartons or pieces are counted at delivery and a shortage is reported, the carrier is only responsible if the stretch wrap has been broken (check-box on the delivery receipt should note the condition of the stretch wrap as intact or not).

If the same driver accepts "1 SWS 25 Cartons" or "25 on 1 SWS," our responsibility is for the quantity of cartons, as the driver has indicated the pieces were counted (by noting pieces and omitting the unable to count, said to contain, or similar notation).

FedEx Freight: Phone 1.800.308.3963 Email: file.claim@fedex.com

Refused/Unavailable/Rerouting Packages

MSI is not responsible for freight charges due to refused/unavailable/rerouting shipment from Customers. If a Customer refuses or is not available for a shipment they are responsible for any freight expenses incurred. This also includes rerouting of shipment. Refused packages will be charged a restocking fee. Should a Customer have more than 2 refused packages their account will be immediately put on hold and may at MSI's discretion be closed.

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