

H&W TRUCKING COMPANY, INC.
1772 HIGHWAY 52 NORTH – P.O.BOX 1545
MOUNT AIRY, NORTH CAROLINA 27030
TELEPHONE (336) 789-2188 OR 800-334-9181 / FAX 336-789-7973
www.hwtrucking.com
ICC-MC-142461

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IMPORTANT INFORMATION—CLAIM PROCEDURES

To aid in the settlement of a freight claim with our company, the following steps should be taken:

1. Call H&W immediately upon discovery of the damage. At that time you will be assigned a claim number and forms will be provided for your completion.
2. Keep the damaged piece or pieces in the original carton for inspection if required and return if the claim is settled as a damage salvage. Merchandise must remain at the point of delivery and not be moved to the customer's home for temporary use. This will void your claim.
3. Do not order replacement or repair the piece without authorization from H&W. Doing this will jeopardize your being reimbursed for the damage. H&W will not pay for any replacement pieces or repairs ordered direct from the factory and charged to our account.
4. Complete and return the claim forms as promptly as possible (faxed or emailed forms are acceptable). Please be advised that no claim will be paid until this form has been received by H&W. Provide as much detail as possible and supply the necessary documents.
5. **Claims for concealed damage must be reported within 15 days** and held for our inspection in original cartons or reasonable evidence offered to the carrier's representative that loss or damage was not incurred after delivery by carrier. Claims reported in this time frame may be settled on a percentage basis. No concealed damage claims will be honored on glass, mirrors, or marble. These items must be inspected and any damage noted on the manifest at time of delivery.
6. In cases where a replacement is ordered by H&W, the replacement will not be left with the dealer if the damaged pieces are not available for us to pick up for salvage.

Proper communication is the most important factor in getting freight claims settled promptly and fairly. Our toll free number is available for your use as well as our fax facility. If at any time, you have a question concerning the manner in which a claim is being handled, please call and we will be happy to discuss the situation with you.