



Important Loss or Damage Notice Regarding Your Shipment

Dear Valued Customer,

We want to ensure that your merchandise arrives safely, and we're here to guide you through the process. All merchandise in this shipment was turned over to the carrier in good condition. Please follow these easy steps to protect your interests and ours in case of any issues during shipment. Your cooperation is vital, especially if you ever need to file a claim. If you have any questions or concerns, don't hesitate to contact us. We're here to assist you.

Step 1: Count and Verify

Count the cartons you receive and double-check the count against the information on the freight bill. Look for your address on all cartons.

Step 2: Notations for Shortage or Damage

If you notice a shortage (missing items) or if any cartons seem damaged (like tears, rips, holes, crushed, or creased); ask the delivery driver to make a note of the damage or shortage on all copies of the FREIGHT BILL when you receive your delivery. If you're short on time for a thorough inspection, write "Pending Inspection." Please don't forget this step; it's essential for claim protection.

Step 3: Reporting Concealed Damage

If you discover concealed damage (damage not immediately visible):

Call Wenger Customer Service within 5 days of delivery. Request an inspection of the damaged goods. Put your conversation with the carrier in writing. Send a copy of your correspondence to customerservice@wengercorp.com.

Step 4: Preserve Carton Material

Don't move damaged items from your receiving area until the inspection is completed. Save the packaging material from the damaged units for inspection purposes.

Step 5: Returning Damaged Goods

Please don't return damaged items to our factory unless the Freight Company or Wenger Corporation authorizes it.

Step 6: Filing a Freight Claim

Do not file a freight claim without first contacting Wenger Corporation for authorization. In case of loss or damage, reach out to Wenger Customer Service using the information below.

Thank you for choosing Wenger Corporation.



Visit our Contact Us web page at wengercorp.com for more information.

1.800.493.6437 • 555 Park Drive, Owatonna, MN 55060 • www.wengercorp.com