

12/7/17

UPS Damage Claim Digital Pictures

In the event your package was damaged in transit with UPS, ARTiPLAQ will need to file a claim to UPS. We request you document the damage with photos and SAVE THE PACKAGING, please.

In order to adequately assess the damage and provide a timely resolution, we need photographs of the packaging material and the damaged item(s). **Please email info@artiplaq.com digital pictures of the following:**

- A photo of the damaged item.
- A photo showing the damaged merchandise, *inside the original box*, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box).
- A photo of the packaging material used inside the box (e.g. bubble wrap, Styrofoam peanuts, cardboard dividers, etc.).
- A close-up photo of the shipping label with tracking number (please zoom in enough to read the tracking number which usually begins with 1Z).
- A close-up photo of the box manufacturer's certificate (BMC), if available. The BMC is a round stamp that details either the bursting strength of the box or the edge crush rating of the box. The BMC is generally found on a bottom flap on the outside of a corrugated cardboard box.
- Two photos displaying all 6 sides of the package (1 photo should display the top and 2 sides, the 2nd photo should display the bottom and the opposite sides).
- Dimensions of the box including the package height, length, and width provided in the body of the email.

To expedite the process, please email the photos in **jpeg** or **bitmap** format to info@artiplaq.com and include your UPS tracking number in the Subject line of the email. Please be aware that UPS can accept up to 5 megabytes of information in each email. If the file size exceeds 5 megabytes or is subject to any local system limitations, you may need to send the pictures in multiple emails to prevent complications.

Once we send the photos to UPS, an inspection is typically performed by the end of the next business day and we will be contacted by UPS with the results. We will let you know the final disposition of the claim.

We are not able to proceed with processing the claim until the photos are received. If you experience issues with emailing the photos or would rather have the damage picked up from your location and inspected, please contact us. We will work with you to find a resolution.

Thank you for your assistance.