

Freight Damage Claims and RMA Policy

The following is Simco-Ion's policy regarding freight-damaged products shipped via **Freight Collect and 3rd Party Bill**.

We are unable to accept Return Material Authorization (RMA) requests for items that are clearly damaged during shipping under Freight Collect terms or shipped using your freight account number. As per standard industry shipping procedures, it is the responsibility of the consignee to inspect shipments for damage upon delivery and file a claim with the freight carrier if needed.

To ensure a smooth process and protect your interests, please take the following steps when receiving shipments.

1. **Inspect All Shipments:** Before signing for delivery, carefully inspect the product for any visible damage to the packaging and contents.
2. **Document Any Damage:** If damage is found, note it on the delivery receipt and take photos of the damaged product and packaging.
3. **File a Claim with the Carrier:** If damage is identified, please promptly file a claim with the freight carrier, as they are responsible for compensating for damages during transit.

These three steps are the cornerstones of an effective receiving process. We are here to assist with any questions or concerns you may have.

If Simco-Ion product is freight-damaged and it was shipped prepay and add, it is still your responsibility to document the damage and contact Simco-Ion Customer Service as soon as possible. We are able to assist as needed in these cases.

If you have any doubts or questions, it is critical that you forward us photos of the damaged product as well as of the boxes the product arrived in for ease of resolution.

Thank you for your understanding and continued partnership.