UNIVERSAL VALVE COMPANY, INC.
478 SCHILLER STREET, ELIZABETH, NEW JERSEY 07206
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Freight Claims and Damages

Freight Carriers along with UPS and FedEx are making damaged freight claims a bit more challenging. For Universal Valve to provide you with the best possible shipping experience we select the best rated carriers available. Unfortunately, some shipments can still arrive damaged. For us to process the claim properly with the freight carrier and get credit for the damaged goods, there are requirements set forth by the carrier.

- Bill of Lading must be signed damaged
  - IF UPS or FedEx the package must be signed damaged.
    - We understand that drivers leave packages. Please discuss with your driver how you should handle any damaged shipments.

- Freight Carrier Damage Shipment Requirements
  - Copy of Bill of Lading signed damaged
  - Photos of damaged shipment are required
  - Email sales@universalvalve.com or call 800-223-0741 for more instruction ASAP.

- UPS Requirements
  - A close-up photo of the shipping label with the tracking number clearly visible
  - A photo showing damage to the outside of the package
  - A photo of the damaged merchandise inside the original box with all original packaging and cushioning materials
  - Email sales@universalvalve.com or call 800-223-0741 for more instruction ASAP.