



P.O. Box 287
Sulphur Springs, TX 75483
800-256-8646 • 903-885-8646
Fax 800-256-4274

HOW TO HANDLE FREIGHT CLAIMS & SHORTAGES

***NO RETURNS ACCEPTED WITHOUT A
RETURN AUTHORIZATION NUMBER
FROM OUR OFFICE***

Please check your shipment promptly. If there is damage to products leave carton as is with packing material in tact. If there is external damage make note of the damage on the freight bill.

If external damage is apparent notify the office of the carrier immediately. They will send a representative to inspect the package and notify us of the claim.

If your order appears to be short, please notify us within three (3) days with the following information:

**YOUR ACCOUNT NUMBER
INVOICE NUMBER
ITEM NUMBER AND QUANTITY
DESCRIBE PROBLEM**

Any returns must be sent by the least expensive means. If the return is not sent the cheapest way, the difference will be charged to your account. Return authorizations are valid for 30 days.