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You may find it helpful to follow these basic steps:

- Do accept the shipment from the trucking company.
 - Take digital photos if possible before the shipment is removed from the truck.
 - Be sure to sign for your freight as damaged on the receiver (bill of lading) from the trucking company.
 - Claim processing typically cannot start until the original freight bill is paid.
- Notify both the trucking company and Gorbel that the freight has been received as damaged.
- Work with the trucking company to have an independent inspector come and inspect the damaged freight. The inspector will fill out a report for you to sign. This inspection report will be returned to the freight carriers in case a claim is filed.
- File the claim with the freight carrier. This is a separate document from the inspection report. The claim may be filed for replacement costs and shipping costs.
 - Lost or damaged freight: Per the Uniform Straight Bill of Lading Terms and Conditions, claims for loss or damage to domestic freight must be filed within nine (9) months after delivery; however, notification should be made within the first two weeks. Typically, the sooner you start your claim, the better chance you have for your claim to be successfully resolved.
 - Concealed damage must be reported immediately. Typically claims will be denied after 15 calendar days.
- The freight carrier must respond to your claim within 30 days. Most claims are resolved sooner.
- Replace your damaged pieces: You will have to send in a purchase order to Gorbel to replace the damaged portions of the shipment. You can use this invoice when filing your claim with the freight carrier.
- You may request that the replacement freight move at no charge to you or your customer. This means moving the freight as “free astray” with the original freight carrier against the original pro number.

We do hope that these steps will help you through the claims process. The list is not all-inclusive. Please call us. We want you to know we are here to help. We can assist you through the claim process and will be happy to make every effort to expedite the replacement order through our Order Fulfillment Group and Manufacturing process.