



Procedure: Reimbursement Policy

Date: 10/5/2022

Approved By: C. Penland

Page 1 of 1

- Customer to initiate an investigation with UPS or FedEx by filing a claim with carrier.
- Once investigation has been opened, customer is to notify Eurolink of damaged or missing shipment and provide claim number.
- If the shipment has been damaged during transit, the following will need to be provided directly to the carrier (Customer to provide):
 1. Per carrier's requirements - a photo of the damaged item
 2. Per carrier's requirements - a photo showing the damaged merchandise, inside the original box, with all the original cushioning. (Photo should show placement of the merchandise and packaging inside the box.)
 3. Per carrier's requirements - a photo of the packaging material used inside the box.
 4. Per carrier's requirements - a close-up photo of the box manufacturer's certificate (BMC), if available. The BMC is generally found on a bottom flap on the outside of the cardboard box.
 5. Per carrier's requirements – the dimensions of the box including the package height, length, and width.
- Completed investigation and posting of results from carrier to take approximately 7-10 business days. Customer to inform appropriate Eurolink sales representative when results are received from carrier.
- If the carrier accepts responsibility for the damaged shipment, then the shipper (Eurolink) will submit a request for payment for the missing material. If no carrier insurance was requested by the customer prior to shipping, then the max allotted amount for reimbursement is \$100.00 (if actual amount is less than \$100 that would be the credit amount provided to customer).
- If the merchandise invoice amount is over \$100.00, then customer will need to pay Eurolink invoice in full, less the \$100 to be received from carrier. Once Eurolink receives the reimbursement, then the credit note will become valid and will be applied towards open invoice.