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DELTA DISTRIBUTION CLAIMS PROCESS Effective 07/01/19

Delta Distribution has a claim procedure that is simple and customer friendly. The procedure listed below must be followed in order for us to process your claim in a timely manner.

When Delta Distribution makes a delivery to a customer it is the customer's responsibility to have the space and personnel available to offload the product. If Delta Distribution is advised to drop product at an unmanned warehouse Delta Distribution will NOT be liable for any damage to the product.

To report loss or damage to product, you must:

- Damage must be noted on Delivery Receipt at delivery (driver must be present to note damage/shortages) ✓
- Report loss/damage to Delta Distribution with 48 hours
- Concealed damage must be reported with 7 days
- Fax or email a copy of the claim form with all required documentation
- Damaged product must be returned to Delta to process claim.
- **Damage is limited to \$25 per yard of rolled goods or carpet tile and \$2.75 per foot on wood, laminate, LVT etc. You may purchase insurance previous to shipment if higher limits are required. For pricing and terms e mail Sandra Fantucchio at sandrafantucchio@deltadelivers.com.**

All claims, along with documentation must be received within 14 days of damage/loss

Delta Distribution will process claims and issue a credit within 30 days after all requirements are met. Please note that your account must be current for Delta Distribution to process your claim.

All claims are subject to investigation, and we reserve the right to refuse improperly filed claims.

If you have any questions regarding our claims process, please e mail Sandra Fantucchio at sandrafantucchio@deltadelivers.com.