

Shipping Errors, Damaged Products and Order Errors Technical Bulletin

TB051

Category: Parex USA General

Keywords: Damaged Products, Shipping/Order Errors

Damaged Products

Damaged products must be reported at the time of delivery or when picked up from the Parex USA plant. If the product has been received and/or signed for, all claims will be denied. An alleged claim must include pictures of damaged product and also be noted on the bill of lading and any other documentation that will support the claim. This information will help to file and process the claim.

Order/Shipping Errors

Missing products or shipping errors must be reported within 48 business hours of receipt of the shipment. After 48 business hours, all claims will be denied. An alleged claim must include pictures of the material received and a copy of the original purchase order that will support the claim.

Distributors that are unable to count the material upon arrival should sign the Bill of Lading as 'Subject to count' but is still responsible to report errors within 48 business hours to Parex USA.

Please copy the Claim Department and notify your sales representative.

Contact:
Parex USA, Inc.
Claims Department
4125 E. La Palma Ave, Suite 250
Anaheim, CA. 92807
1-800-226-2424
claims@parexusa.com

PAREXUSA
www.parexusa.com

Corporate Office

Parex USA, Inc.
4125 E. La Palma Ave., Suite 250
Anaheim, CA 92807
(866) 516-0061
Tech Support: (800) 226-2424

Facilities

French Camp, CA
North Hollywood, CA
Riverside, CA
San Diego, CA
Colorado Springs, CO

Haines City, FL
Duluth, GA
Redan, GA
Albuquerque, NM
Allentown, PA
San Antonio, TX



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