

INSURANCE

Insurance conditions

Items must not be shipped in the original manufacturers packaging or any packaging that alludes to the contents.

All packaging material and damaged goods must be kept in the original form as received. Packaging and damaged goods should not be disposed of, released to the shipping carrier, or returned to the seller before a claim is completed. Failure to comply can result in the denial of the claim.

During the claims process, a claim statement/affidavit signed by the recipient (or intended recipient) will be requested. This is a form document provided by us that allows the recipient (or intended recipient) to indicate loss or damage. An online version is available for most claims.

It is important to insure goods for the proper value. If a shipment is underinsured then the claim will only be paid to the percentage that the shipment was insured.

If a shipment is over insured you are not able to get coverage beyond the repair/replacement costs. The result is an overpayment of premium.

If damage is not notated on the bill of lading at time of delivery (concealed damage), then PWS must be notified within 24 hours of delivery.

If damage is noted on the bill of lading at the time of delivery, then the claim must be submitted in full within 270 days of actual delivery. It is not necessary to refuse a shipment if proper damage is noted. PWS should also be notified immediately.

Proper notation on shipping documents and notification to the appropriate parties is essential to ensure the ability to process a claim. Like all insurances, payment of the premium and freight charges is required in order for coverage to be confirmed and a claim to be filed and ultimately settled. As an example, if you don't pay your auto insurance and get into an accident then you don't have any coverage.

By using this site or our services, the Customer agrees to these terms of use as stated herein. The terms and conditions of coverage from the insurer, as well as the General Rules Tariffs, set forth by the carriers provided within P.A.F, will take precedence in all legal proceedings, and when applicable, will take precedence over these Terms and Conditions. If an issue is not addressed in The General Rules Tariff, then these Terms and Conditions shall control.

** As of September 2012*