

# CLAIMS POLICY

## Dedicated

In order for a claim to be accepted by Day & Ross, the following criteria must be met:

### DAMAGES

- A Claim Form for Damage must be submitted by email to [dedicatedclaims@dayandrossinc.ca](mailto:dedicatedclaims@dayandrossinc.ca) within 24 hrs of delivery or the next business day. Phone calls are not accepted as a submission for a claim.
- Day & Ross will acknowledge receipt of the claim within one business day and provide a claim number to be used for all future submissions relating to this claim.
- The following documents must accompany the original claim submission.
  - Parts packing slip or bill of lading
  - Pictures\* of the damaged package, e.g. carton/wrapping
  - Pictures\* of the damaged part
  - Invoice showing dealer cost value of part (can be submitted within 72hrs)  
*\*email digital hi-resolution photos only*

### SHORTAGES

- Dealer must contact Day & Ross at 1-800-332-6841 ext 1 within 24 hrs of delivery or next business day to report the shortage.
- If the part cannot be located, a Claim Form for Shortage must be submitted by email to [dedicatedclaims@dayandrossinc.ca](mailto:dedicatedclaims@dayandrossinc.ca).
- All dealers will be notified of the findings by email within 10 business days of receipt of the complete claim file.
- Day & Ross will acknowledge receipt of the claim within one business day or receipt and will provide a claim number to be used for all future submissions relating to this claim.
- The following documents must accompany the original claim submission.
  - Parts packing slip or bill of lading
  - Invoice showing dealer cost value of part (can be submitted within 72hrs)

All dealers will be notified of the findings by email within 10 business days of receipt of the complete claim file. If the claim is approved, payment will be issued within 20 business days with all damaged part(s) released to Day & Ross.

Any claims that are not accompanied with the criteria outlined will result in delaying the process of those files.