



Dear Customer,

We regret the incident leading to your claim. To enable us to file your claim as quickly as possible, please fax the following information to **888.628.2853** or simply email **claims@flyawaypoles.com**:

1. Completed claim form. (attached)
2. Detailed list of damage (list exact specifications of product)
3. Detail how product was packaged.
4. Photos of the damaged product and packaging.

*Note: Please be sure to reference your Fly-Away client reference number on each document.*

**Please contact Fly-Away Poles immediately if damage is found after delivery and the delivery receipt was not noted with damage. This is considered concealed damage and a request for inspection may be requested and completed with the Carrier's delivering terminal within 10 days of delivery.**

*Note: An inspection report does not serve as a claim nor is it an acknowledgement of liability by the Carrier.*

**Important:**

- ❑ Please do not dispose of the damaged product or packaging or ship to another location until instructed by the Carrier or Fly-Away Poles. Carriers/Fly-Away Poles have a legal right to inspect the cargo and packaging at the delivery location. Failure to provide them with this opportunity may result in denial of your claim.
- ❑ Please do not use product in any way after notification of a claim without the written consent of Fly-Away Pole Protection. Failure to follow this instruction may result in denial of your claim.
- ❑ Fly-Away Poles will file your loss/damage claim when all required documents have been received.
- ❑ Once filed, Fly-Away Poles has 120 days to process a claim to resolution (virtually all are resolved very efficiently). Additional processing time may be required if more than one carrier is involved or more information is requested.
- ❑ Fly-Away Poles requires freight charges be paid in full prior to processing a damage claim.

- Please remit payment to:

**Fly-Away Pole Protection**

**110 Woods Rd.**

**Newville, PA 17241**

or pay by credit card via the secured page on [flyawaypoles.com](http://flyawaypoles.com)



**STANDARD FORM FOR PRESENTATION OF LOSS & DAMAGE CLAIMS**

Date: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Claimants Address)

Filing a \_\_\_\_\_ claim with Fly-Away Poles on behalf of \_\_\_\_\_ for:  
(Loss or Damage) (Name of Claimant)

\_\_\_\_\_  
\_\_\_\_\_  
(detailed list of lost/damaged product)

in connection with the following described shipment:

**Fly-Away Poles Client Ref. No.** \_\_\_\_\_

**Pick up Date:** \_\_\_\_\_ **Delivery Date (if applicable):** \_\_\_\_\_

**Description of product shipped (commodity):** \_\_\_\_\_

**Name/Address of Shipper:** \_\_\_\_\_

**Name/Address of Consignee:** \_\_\_\_\_

**DETAILED STATEMENT EXPLAINING HOW/WHEN DAMAGE WAS NOTICED**

(Please include date, time, location, condition of packaging, etc)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IN ADDITION TO THE INFORMATION GIVEN ABOVE, THE FOLLOWING DOCUMENTS  
ARE SUBMITTED IN SUPPORT OF THIS CLAIM

1. ( ) Original invoice showing cost of product being claimed.
2. ( ) Pictures (for poles, in addition to damage, detailed pictures of etched/written pole specs)
3. ( ) Other: \_\_\_\_\_

The foregoing statement of facts is hereby certified to as correct: \_\_\_\_\_  
(Signature of Claimant)

**Please fax documents to 888.628.2853**