

Reasons a Claim May Be Denied with Helpful Suggestions for Future Shipments

CLAIM DENIAL REASON:

Package insufficiently sealed or closure failed

Claims denied as a result of insufficient sealing, secure seals for transit. Use shipping specific tape:

- Ensure adequate size and coverage - at least 2 inches (5.08 cm) wide
- Strong tape such as pressure-sensitive or nylon-reinforced is recommended
- Do not use masking tape, cellophane tape, duct tape, water activated, string or paper wrap.

CLAIM DENIAL REASON:

Insufficient packaging, cushioning, or protection

Claims denied as a result of insufficient packaging, cushioning, or protection where:

- The merchandise was not properly placed within the packaging to sufficiently protect it, too close to the edge or to the top/bottom of box.
- The merchandise was not sufficiently cushioned, with too much space left around contents.
- Multiple items in package not separated with appropriate cushioning packaging materials.
- The packaging was not sufficient to protect the merchandise, inappropriate packaging type.
- Box type insufficient to support weight of contents.
- Contents not sealed sufficiently, bottle caps or covers not sealed and leaked.
- Original product case shipping, not sufficient for shipping transit.

Please Note:

These are general packaging guidelines and are the minimum steps recommended in order to protect your package contents. Depending on package contents, additional steps may be necessary to ensure that packages are adequately and securely packed, wrapped, and cushioned for transportation.

