

FAQ's - Frequently Asked Questions

When can I file a claim with my package or shipment?

- Claims can be filed within 6 months of the ship date.

What information do I need to submit a claim?

- When filing a claim please include all the following information:
 - Email address
 - Contact Phone Number
 - Account Number
 - Tracking Number
 - Date claim submitted
 - Date package was picked up
 - Delivery date of the package
 - Address the package was picked up from
 - Delivery address
 - Reason for claim
 - Description of contents of the package
 - Photos of the damaged item from multiple angles
 - Photos of the internal packaging material used (e.g. bubble wrap, Styrofoam peanuts, Cardboard dividers, etc.)
 - Photos of the exterior packaging in multiple angles
 - Supporting documents to substantiate the original purchase and/or replacement costs of the contents, such as an invoice or receipt.

How is a claim evaluated?

- An internal investigation is performed based on submission information and GSO policies and procedures.

How long does the claim process take?

- Research through decision may take up to 60 days

What should I do when I receive a claims notification letter?

- You may receive notification if there is insufficient information or documentation to submit your claim. When all required information is received the claim proceeds for review.
- If your claim is approved, it will be processed for the amount owed based on GSO policies.

How and when will I receive payment for an approved claim?

- After you receive notification that your claim has been approved, your account will be credited in the next billing cycle, or you will receive a check within two weeks depending on how your account is setup with the GSO billing department.

Where will my claim payment be sent?

- If your payment is in the form of a check, it will be sent to the billing address listed on your account.

How do I check a pending claim?

- Respond to the email confirmation which is sent when claim is submitted, or send a request for update to claims@gso.com and include the claim case number.

What type of claim can I file for damaged wine shipments?

- GSO reimburses for broken bottles of wine shipments.
- GSO cannot reimburse for wine bottles with damaged labels.