



USACAPITOL MISSING FREIGHT TERMS & CONDITIONS

If your tracking information shows that your package was delivered, but items are missing:

- Verify the shipping address on the Contract Acknowledgement and Invoice.
- Verify a shortage was noted on the delivery documents by the customer and that no additional items were on the delivery truck. Ensure no other person accepted the delivery.
- Wait 48 hours. Sometimes packages are split in shipping and may be delivered up to 48 hours apart.
- After the 48 hour wait period, notify us within 5 days.
- If you arranged freight, you would file a freight claim with the carrier and submit a purchase order for the replacement items.
- If we arranged freight, we would file a freight claim. You will submit a new purchase order for the replacement items to be shipped to your customer. When the claim is resolved with the freight carrier, a refund will be credited to your account.
- If the product is delivered subsequent to the replacement order being sent, you will be responsible for payment for all products and shipping costs. If the replacement items are returned, the standard policy for return of goods will apply.