



## **Principle Express Freight Claim Policy**

In order to file claim, please follow the below guidelines.

Report damages immediately to Principle Express and request a claim form which will have your claim number. Request must be made within 24 hours of customer receiving the shipment. Claim form must be filled out completely and submitted to Principle Express within 5 business days with all supporting documents requested on the claim form. If the above guidelines are not followed, this will result in a denial of the claim.

For Daytime delivery, we encourage customers to inspect freight before signing for it. If a customer signs for the freight, we assume they have accepted the freight in good order.

**Principle Express will not be responsible for glass**, including but not limited to windshields, back glass, window glass, quarter glass or tailgate glass. We will ship these items for you but Principle Express will not be responsible nor accept any claims for glass.

If you have any questions regarding this policy, please use the Contact Us link on our website or simply give us a call.