**FREQUENTLY ASKED QUESTIONS (FAQ)**

1. **When should I use this process?**

**Visible Damage**

When freight is received with damage that is visible upon delivery.

**Shortage**

A shortage occurs when part of the freight is received. There are missing items from the BOL.

**Overage**

Too much product has been received. More items have been received than was stated on the BOL.

The KOHLER LTL Claim Program does not include the following:

* Claims for concealed damage (See Question #2 for additional information)
* Parcel damage (see Question #3 for additional information).

1. **If there is concealed damage, what should I do?**

Concealed freight damage is when loss or damage is discovered after delivery. The damage is typically found during unpacking. The KOHLER LTL Claim Program does not include claims for concealed damage. Please contact RaPPCustServOps@Kohler.com for any special circumstances.

1. **If there is damage to my parcel shipment, what should I do?**

Please contact the team that corresponds to the items ordered:

* Aftermarket Parts: email [resi-aftermarketparts@kohler.com](mailto:resi-aftermarketparts@kohler.com)
* Residential Generators, ATS’s and Truck Load: email RaPPCustServOps@Kohler.com

1. **How long does it take from filing the claim to resolution from KOHLER on complete residential generators?**

With all the information and documentation being provided up front our teams can process and come to a resolution within 10-14 business days.

1. **What is the credit process?**

KOHLER will issue a credit approximately 10-14 business days to your account after receipt of your claim and/or additional information requests. The credit will be first applied against any outstanding invoice(s). Such application shall be at the sole discretion of KOHLER. If there are no outstanding invoices, or the outstanding balance is an amount less than the credit, KOHLER will apply the credit as an open credit to be used against future outstanding invoices.

1. **How do I check the status of my claim?**

If it has been 14 business days since the communication of the documents and you have not received your credit, please reach out to RaPPCustServOps@Kohler.com. Include your Customer Number and date the claim was filed via email. Expect to see a response regarding your claim within 48 hours after receipt of your email.

1. **I am going to complete the repair; do I need to order replacement parts?**

No, the Customer Service Operations team will order them on your behalf as free of charge parts. You will receive an order confirmation once the order is placed.

1. **I returned a product which is not repairable, how do I receive a replacement product as soon as possible?**

KOHLER will place a new order on your behalf. The new order will have the highest priority status.

1. **If a claim is not filed and I perform installation of a replacement part, how do I get paid for the labor to install?**

A “Labor Only” warranty claim can be filed using the KOHLER Power Assistant (KPA) Warranty Portal.

1. **What happens if I refuse the shipment?**

If a shipment is refused, we will be unable to file the claim on your behalf. Refused shipments are subject to additional freight charges and a restocking fee.

1. **Are there any exceptions to the LTL Claim Program?**

Exceptions will be reviewed between KOHLER and Channel Partner on a case-by-case basis.

1. **Do I need to be a certified Dealer to make my own repairs?**

It is highly recommended you are a certified dealer to make repairs. If labor for repairs is requested, you will have to be a certified dealer.

1. **Is KOHLER responsible for Overage, Shortage, and Damage from retailer / e-tailer / dealer / wholesaler to the end customer?**

Any overage, shortage, and damage which occurs from retailer / e-tailer / dealer / wholesaler to the end customer, the liability is with retailer / e-tailer / dealer / wholesaler.

1. **If KOHLER ships direct to an end customer and receives a damaged product, can the dealer file a claim with KOHLER?**

If the product is shipped directly from KOHLER to the end customer, this process applies.