**RESIDENTIAL & POWER PRODUCTS**

**FREIGHT CLAIMS HANDLING PROCESS**

**US & CANADA**

KOHLER continuously strives to improve its customer service experience. We have prepared this guide to avoid misunderstandings about our claims process.

The freight claims handling process is applicable to LTL (Less than Truck Load) shipments, for parcel shipment discrepancies or damage, see Main Contacts below.

1. **Accept the delivery**
2. **Inspect the delivery to identify and damage, shortage, and/or overage**

During delivery, if there is damage to any packaging, thoroughly inspect the product. Note on the Delivery Receipt the quantity of damaged products, part numbers, and any details of packaging and/or product damage. To ensure we have enough information to file a claim with the servicing carrier, we must clearly document it.

1. **Contact carrier Terminal**

Request the driver call the local terminal to request carrier inspection and carrier exception number. After the exception number is written on the Delivery Receipt, sign the Delivery Receipt. Keep a copy for your records as well.

1. **Collect documents**

Complete the Claims Request Form (g18555). Please include pictures to show damage to packaging and the product itself. The pictures should show not only the packaging or exterior of the damaged good, but also the damage to the good or product.

1. **Notify KOHLER with documentation**

Within 5 calendar days, please contact KOHLER Customer Service Operations via email, RaPPCustServOps@Kohler.com, or phone, 1-866-222-3060, so that we may assist you in the most effective manner. If the damage is repairable, we can work to provide replacement parts. Late notification may make it difficult to identify the exact condition of the goods upon delivery and to distinguish between the damage that may have occurred during transit or elsewhere.

1. **Hold the damaged product**

Hold the product in original packaging securely at the original delivery location pending resolution of KOHLER’S claim with the carrier.​

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| **We request** | **Because it helps us to….** |
| Complete the Standard Claim Form - g18555 | Understand the details to start the process |
| Original Bill of Lading (Delivery receipt) | Identify the shipment at issue |
| Invoice (Proof of the value of the lost or damaged) | Substantiate the value of the goods |
| Packaging Slips | Validate the goods count |
| Detailed Explanation of Repair Cost (if applicable) | Understand what we could potentially owe you |
| Clear photos | Assess the extent of damage |

**STEPS WE WILL TAKE**

1. Acknowledge receipt of your claim.
2. Request any missing documentation to have a complete claim
3. Finalize our internal investigation
4. Communicate the result of our investigation to you
5. Provide credit if applicable

Please bear in mind that the critical event in the handling of your claim is receipt of your quantified claim. This will help us identify any other relevant facts and conduct additional investigations as needed. Once our investigation is finalized, we will evaluate the merits of your claim in the light of all relevant facts.

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.

**MAIN CONTACTS:**

**Residential & Power Products (Generators, ATSs, HEMs, Sales kits)**

Email: RaPPCustServOps@Kohler.com

Phone: 1-866-222-3060, 8 a.m. - 4 p.m. CST

**Aftermarket Parts**

Email: [Resi-Aftermarketparts@kohler.com](mailto:Resi-Aftermarketparts@kohler.com)

Phone: 1-800-833-0576, 8 a.m. - 4 p.m. CST