

Shipment Damage Claims Policy

The consignee is required to inspect all products upon delivery. Any damage or shortages must be reported to the carrier and recorded on the bill of lading before accepting and signing for goods. Any concealed damage must be uncovered within 15 days after shipment and notification must be made to the carrier and Palmer Hamilton LLC.

Clear photographs of each damaged product must be taken and provided to Palmer Hamilton to support the claim and expedite resolution.

Palmer Hamilton is not liable for any damage that occurs during shipping or handling of shipments and deliveries managed by the consignee. Palmer Hamilton is not responsible for damage caused by consignee handling after delivery, including improper assembly, installation, or use.

Palmer Hamilton LLC will provide support to the consignee, but cannot accept responsibility for damages that are not promptly noted or recorded.

Contact Information

For assistance please contact:

Palmer Hamilton LLC

Customer Service Department

Phone: 800-788-1028