Flow chart

Customer calls to notify of damage or loss
Create a case and request images
Once images are sent in attach them to the case
A photo of the damaged item. One photo displaying the top and two sides
A photo showing the damaged merchandise, inside the original box, with all of the original cushioning
A photo of the packaging material used inside the box
A close-up photo of the shipping label with tracking number
Two photos displaying all six sides of the package
Attach required photos to case
Email claims@swcorp.com to file claim
Is this a big box (Home Depot, Lowes))
YES
Notify rep or customer to submit new order
We CANNOT create warranty order Once they take a credit for the original order, customer will be getting order for FREE
NO
We can do warranty orders for parts ONLY
Time frame that claim can be filed **From time of delivery
Which carrier shipped?
UPS
60 days to file claim
USPS
NO CLAIM CAN BE FILED
FEDEX
15 DAYS
LTL
LTL(AACT, SEKO, AACT) CONCEALED DAMAGED 5 DAYS FRM DELIVERY
LTL(AACT, SEKO, AACT) NOTED ON POD 30 DAYS