



December 6, 2021

Damage Shipments:

It is important to report any damaged shipment immediately upon receipt. This communication is important to ensure that claims are processed promptly and to avoid any additional remakes charged to you due to denied claims.

LTL Carriers (Averitt and Old Dominion)

Please inspect for any damages and have driver mark any physical damages on BOL before signing and releasing driver. Contact Customer Service promptly and if a remake is required, please send a copy of the BOL with the damages marked to customerservice@cacoinc.com or fax (866)-926-5836 to assist in processing the freight claim and expediting remakes.

Ground and International Shipments (UPS, Fedex, SF Express)

Contact Customer Service within 48 hours of delivery. If possible, report to driver so that damages can be noted.

Damaged Packages

Please keep all product in its original packaging until the claim is processed. Failure to do so will result in claims being denied and full cost to you be charged for any remakes required. Please note carriers may request to inspect any damages before completing claim process.