



Damage/Shortage Claim Policy

This policy was designed to assist dealers in resolving problems arising from damages and shortages that occur during the shipping of major appliances and electronics. This policy has been devised to provide more uniform and efficient assistance when such problems occur and will cover in-transit damage as well as the procedures for returning merchandise.

Visible Damage observed at the time of delivery must be reported on the carriers delivery receipt and called into MAS Inc immediately. You can do this by contacting Ken Mosinski or our customer service department @ 1-800-648-1414. In many cases the carrier neglects to notify MAS of the damage. The notation on the delivery receipt is crucial in filing a claim with the carrier and issuing you either an allowance or shipping a replacement unit.

Shortages must also be reported to MAS upon receipt and noted on the delivery receipt. In many cases the carrier has left it on their dock and will forward the missing unit the next day. If the unit is lost the notation of the shortage on the delivery receipt will be used to file the claim against the carrier and credit your account.

Logistics issues, wrong merchandise received, should be reported immediately to MAS. Most of the time this is not the carrier's responsibility unless you have received another dealer's product. MAS will research the order to see if it was shipping, order entry or customer error and handle it accordingly.

Concealed Damage must be reported to MAS as soon as it is found. The request for replacement or allowance will be reviewed. The determination will be based on actual delivery date.

Damage Allowances are based on the severity and location of the damage. Contact your Salesman or Ken Mosinski for amount. We request that a photograph of the unit be sent or emailed.

Tip o Meters are being placed on all Plasma TVs, Rear Projection TVs and LCD's over 37". Please look at each meter to determine if the unit has been tipped. If the meter has been activated "**note it on the carriers delivery receipt**". You should inspect the unit with the driver present and if you find the unit damaged, notify MAS immediately. MAS will file a claim with the carrier and ship you a replacement unit.



Return of Merchandise (not damaged or refused)

Before returning any unit, a Return Authorization number must be obtained from MAS. This authorization number facilitates the process required in issuing the proper credit to your account.

Dealers are responsible for return freight and restocking fees on merchandise returned because of ordering incorrectly by the customer.

Consideration for a return of any unit will be contingent upon the fact that the unit has the original factory carton and packing material is intact. If the carton/packing material has been discarded, the return of the unit must be discussed in detail with either your salesman or Ken Mosinski.

Return Authorizations are only valid for 30 calendar days. After 30 days, the RMA will be voided.

Credit for Merchandise Returns

Full credit for merchandise returned due to **CONCEALED** damage will be given when the unit is returned in its original packaging and proper paperwork is in place.

Full credit for merchandise returned due to **VISIBLE** damage will be given once the requirements for visible damage have been met as noted on page 1.

Full credit for merchandise returned due to **TIP O METER** activation will be given once the requirements for Tip o Meter have been met as noted on page 1.

Used product will NOT be accepted unless MAS has issued a written Return Authorization.

Minimum Information Required

Order Number
Model Number
Serial Number
Copy of the Delivery Receipt.