



for a greener tomorrow



# MATERIALS DAMAGED IN TRANSIT?

**Our Online Return Center allows you to return materials damaged in transit when the shipment was freight prepaid and added to your invoice. Choose “Damaged in Transit” on the Return Center page.**

## **ABOUT RECEIPT OF MATERIAL DAMAGED IN TRANSIT:**

Mitsubishi will accept a return of product “damaged in transit” when the shipment term was “prepaid and add to invoice” (PPA). Mitsubishi insures PPA shipments against freight damage and coordinates shipment of replacement material.

Mitsubishi will not accept product “damaged in transit” when the shipment method was “collect” and charged to your carrier account. You must file a claim with your carrier.

## **FREQUENTLY ASKED QUESTIONS:**

**Q: How soon should we inspect incoming shipments?**

A: Immediately upon receipt no later than 10 days of receipt of shipment

**Q: The material is defective, we opened the box and it did not work, is this damaged in transit?**

A: If there is no sign of shipping damage and the material is found defective, please submit request for Warranty Exchange or Repair

**Q: Why do we need to send photos?**

A: Carriers and insurance companies require photos to review the claim and see extent of the damage. Attach photos of:

1. material
2. material box
3. outer shipping box

**Q: Is it ok to discard the packaging?**

A: Please keep all original packaging to return material

**Q: What are the steps in the damaged material return process (for PPA)?**

A: Steps are:

- Submit request
- Advise purchase order to be used or submit new purchase order for replacement
- Mitsubishi ships out replacement; shipped with no freight charge
- Mitsubishi will arrange carrier call tag to pick up damaged material
- Upon receipt and inspection of material, Mitsubishi will credit on original invoice

## **RETURN ADDRESS:**

**MITSUBISHI ELECTRIC AUTOMATION, INC.**

IA RPA Number

500 Corporate Woods Parkway

Vernon Hills, IL 60061 USA

**It is important to follow instructions to avoid credit denial.**

**Materials that do not pass inspection will be returned at customer’s expense.**