

## DAMAGED CRATE PROCEDURE

**⚠ ANY MISSING DOCUMENTATION WILL CONSIDERABLY COMPLICATE THE CLAIM PROCESS WITH THE CARRIER**

### Possible problems:

- A. Crate shows visible damage.
- B. Parts missing inside the crate.
- C. Crate received in good condition, but parts are damaged inside.

### Step by step procedure during delivery:

- STEP 1: Before signing the carrier's delivery slip, make a visual inspection for any damage or signs of damage to the crate.
- STEP 2: Always take photos during the inspection. Don't take any chances, as photos are worth a thousand words.
- STEP 3: When signing the carrier's delivery slip, write down DAMAGED or SIGNS OF DAMAGE and keep your copy.
- STEP 4: After signing and indicating DAMAGED or SIGNS OF DAMAGE on the delivery slip, immediately inspect and take photos of the content of the crate. Is there material damage? Are parts missing?

### Choose one of the following options to make a claim:

- 1- Login to the Covana Community Portal, select the appropriate ORDER NUMBER and open a CASE by joining your PHOTOS with a copy of the carrier's DELIVERY SLIP identified as DAMAGED or SIGNS OF DAMAGE.
- 2- Send your PHOTOS with a copy of the carrier's DELIVERY SLIP identified as DAMAGED or SIGNS OF DAMAGE to [services@covana.com](mailto:services@covana.com) with your ORDER NUMBER in the email object as reference. You can also call customer service at: 1-877-278-8010 with your order number to open a case.

### Claim period:

**ALL CLAIMS MUST BE REPORTED WITHIN 30 DAYS FOLLOWING THE DELIVERY**, assuming you have signed the carrier's damaged delivery slip.

**COVANA UNDERTAKES TO REPLACE PARTS DAMAGED DURING TRANSPORT  
CONDITIONAL UPON RECEIVING COMPLETED CLAIM DOCUMENTS, DOCUMENTED WITH PHOTOS.**

**⚠ THE CLAIM PROCESS COULD BE DENIED IF:**

- Appropriate documents are missing such as adequate photos.
- A copy of the carrier's delivery slip is missing.
- The words DAMAGED or SIGNS OF DAMAGE are missing from the delivery slip.
- For any questions, please contact our customer service at: 1-877-278-8010.



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