▶ Claim Policy

1 PMC shall be liable for any claims or complaints resulted from PMC's mistake and shall compensate a customer for claims ONLY FILED ACCORDING TO BELOW CONDITIONS after investigating the cases.

2 All the transactions are done based on Part No. stated in PMC offer sheet and claims arisen from the discrepancy with Part No. in the offer sheet shall not be accepted. To prevent claims it is required to review carefully the contents of the offer sheet.

3 The Claim Report should be submitted within one month from the date, vessel arrvied in the destination port. ETA(Estimated Time of Arrival) of the vessel will be informed in the Shipping Notice. Please don't miss it. Any exceptions to the above requirement must be accompanied by special comments on the Claim Report.

4 When the reason of delay is as follows, however, Parts Mall may accept the Parts Claim Report even after the time limit.
- Wrong parts contained in the unit package although the correct parts number label is attached and found after expiry of the time limit.
-Transportation from port to Customer warehouse is delayed due to Force Majeure

5 When it comes to wrong part, we kindly request the customer to attach a photo where we can compare our good(+sticker) with the correct one in order Parts-Mall can verify quickly.

6 We can reject the claim which is not submitted in Claim Report form or cannot verify our mistake due to the lack of evidence from Customer side. We may decide and close the claim by ourselves if Customer does not give reply to our request for evidence.

7 We recommend wooden package for Less-than-Container Load(LCL) or AIR orders at Customer's cost and Damages from LCL or AIR order shipped without wooden package shall be rejected as a Claim

8 Rebuilt brand stay out of the claim range except for the items provided Warranty by Parts-Mall.

9 Customer shall keep the claimed items in stock until we request for a certain way of treatment. For the ship back of the claimed items, the maximum period of keeping them from the Customer side is up to 6 months. Those items can be disposed by Buyer if there is no request of ship back from us within 6 months after claim report.

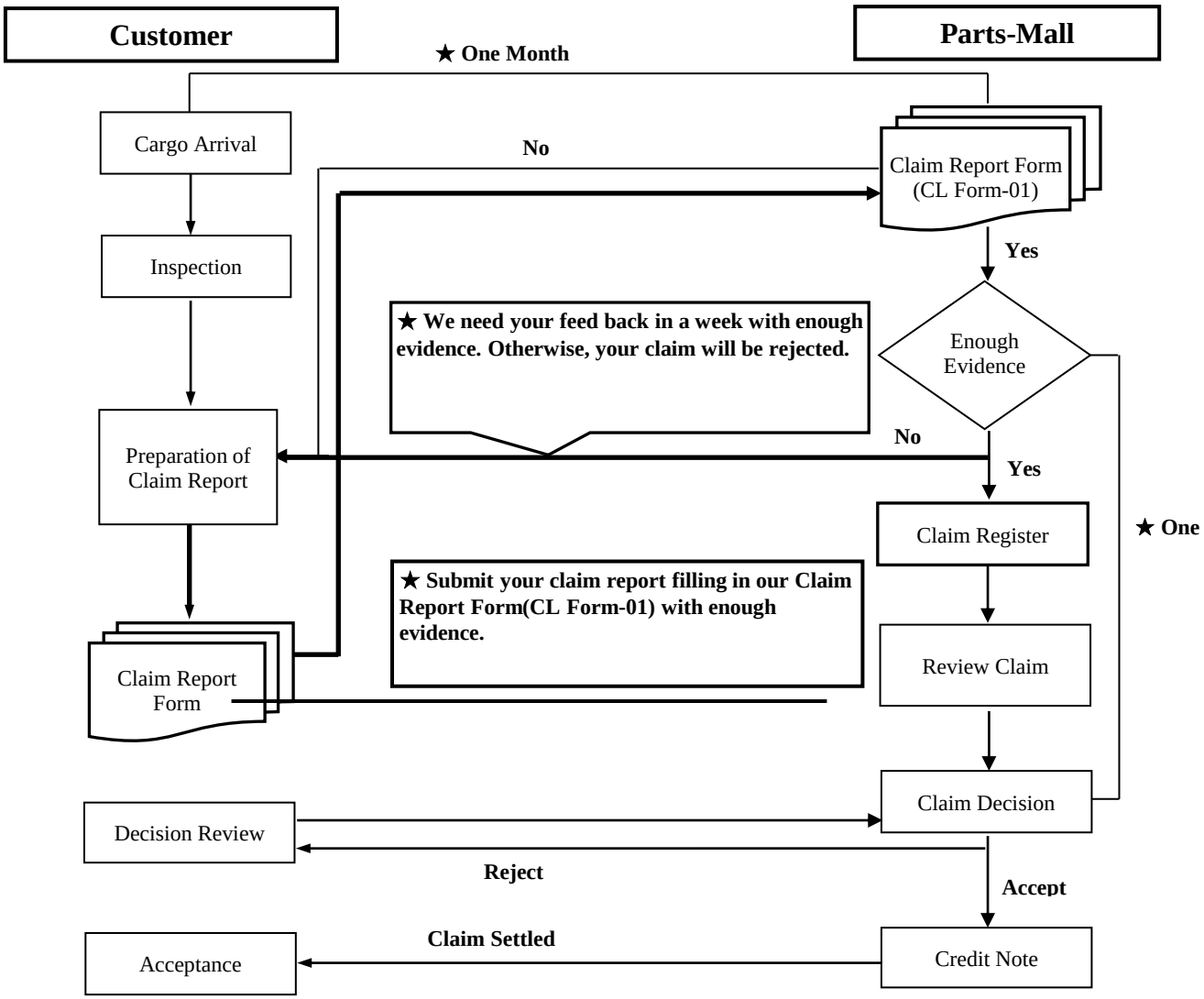
10 Payment shall be made in time as originally agreed by both parties and Customer shall not delay the payment in connection with the claim

-End

Dear Customers,

Although we are trying our utmost for the most effective shipment to satisfy our customer's requirement, there may be wrong shipment or other discrepancies resulted from our inproper procedure.
We will take all responsibility for any claims or complaints caused by our mistakes and compensate the Customer in a fair and equitable way. If we receive your claim in our Claim Report Form with sufficient evidences(photos/explanations) then, we will finalize the claim in a week and send the Claim Decision to the Customer in a week.
We can reject the claim which is not submitted in the Claim Report Form or cannot verify our mistake due to the lack of evidence from Customer side.
We believe we can settle the claim within maximum 2 weeks if Parts-Mall and Customer cooperate each other.
We would like to remind that this Claim Prodedure/Policy is for mutual benefit and to enhance our mutual business.

● Claim Procedure



CLAIM REPORT

COMPANY	AAA corporation		
SHIPMENT (INVOICE) NO	AAA09001SN	SHIPPED DATE	2009.01.01
ARRIVAL DATE	2009.02.02	CLAIM REPORT DATE	2009.02.15

S/N	PART NO	PART NAME	CLAIM TYPE	BOX No.	BRAND	CLAIM Q'TY	UNIT PRICE	Amount	Evidencing Photo
1	976171C200	FILTER-AIR	W	213	PMC	20	$4.14	$82.80	
	The size of PMC brand filter is different from genuin parts. See the photo.								
2	5271025101	HUB ASSY-RR WHL	S	541	MOBIS(H)	30	$34.44	$1,033.20	
	In invoice, you shipped 100 pcs. But, we received only 70 pcs. 30 pcs are missing.								
3	8651025200	COVER ASSY FRONT BUMPER	D	363	MOBIS(H)	2	$55.58	$111.16	
	2 pcs of bumpers are twisted.								
4	P96213551	SENSOR A-DISTANCE(VB)	O	120	DMC	-5	$11.04	($55.20)	
	5 pcs were oversupplied. We accept them.								
5	P94535472	SEAL-SHAFT OIL.FRT	N	110	POC	10			
	In 110 box, we found this non ordered item. We accept it with 20% discount.								
	SUB TOTAL							$1,171.96	

★ Please attach a photo evidence for the Wrong parts or Damaged parts. Especially, for the wrong parts, we kindly request you to attach a photo where we can compare our goods(+sticker) with the correct one in order we can verify quickly.

1. Claim Type **S:Shortage O:Overshipped D:Damaged F:Defect N:Not ordered W:Wrong contents E:Others**

S (Shortage)	All or some of parts invoiced are not shipped
O (Overshipped)	Excessive number of parts invoiced are shipped
D (Damaged)	Parts received are damaged(or rusted) due to improper packing by Parts-Mall
N (Not ordered)	Parts actually shipped are not same as ordered
W (Wrong contents)	Parts ordered according to Part No. but received wrong parts compare with GEN one
E (othErs)	Other types of Claim (Need to special comment)

NOTE

1. Claim D(DamageD) caused by our improper packing will be accepted, otherwise the customer should contact insurance company.

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