

Dear Customer:

Thank you for your contact regarding your shipment. We are here to help you solve any shipping damages that you may have. We have approximately 7 days to contact UPS to advise them that we are filing a claim. I need your completed form no later than 7 days from the date you received your order, otherwise your parts will not be covered.

I need you to take digital pictures of the damage. I can not file a claim without visual proof. If I do not have pictures than we will have to arrange for a UPS agent to come out to inspect your package, and this will delay the time frame in getting your unit fixed.

Please fill out the enclosed form completely. All blanks need to be filled in, failure to do so can delay your claim and or parts delivery. You will find this information either on your original order form, your shipping invoice or on your unit.

Most parts are in stock and ship to you within 7-14 business days. If the part is not in stock we will do everything we can to get your needed item to you, but if the part have to be ordered from the factory it may take up to 6 weeks.

SHIPPING DAMAGE INCIDENT REPORT

B.W.Inc

www.familygokarts.com

Send claim form and digital pictures to parts@familygokarts.com and aks@familygokarts.com

Customer Name		
Customer Address		
Customer City, State and Zip		
Best Phone number to reach you		
Best Time to Reach you		
Customer Email		
Customer Order Number		
ENGINE vin number		
FRAME vin number		
Customer Tracking Number		
Date received shipment		
What unit did you order?		
What type of issue is this?	Shipping Damage	
In detail please describe what parts you are missing in your shipment or what is damaged: 1) How unit was received 2) What packaging looked like 3) What parts and part numbers (if available) are missing		
Digital Pictures	Please attach with this form	
OFFICE USE ONLY!!!		

Thank you for your assistance, and your purchase. We are here to help in anyway we can!

B.W. Inc. Team