



General Service Info

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Crate Damage

— Confidential and Proprietary —

VERSION: R01 (June 4, 2020)

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of this document.

SUBJECT: SHIPPING / CONCEALED CRATE DAMAGE CLAIM REQUIREMENTS

PURPOSE

This document defines Polaris' expectations when filing a warranty claim related to shipping and / or concealed crate damage. It is critical to adhere to the claim steps outlined in this communication. Following the guidelines explained below will expedite claim review.

IMPORTANT

Shipping claims are not eligible for warranty reimbursement if the procedures in this communication are not followed, or if the photos submitted do not meet the required specifications. For additional details pertaining to shipping / concealed crate damage warranty requirements, please refer to the Warranty Policies & Procedures Manual .

IMPORTANT

It is recommended to remove any adhesives tapes, protective films, paper pulp packaging, shipping or production labels, etc. as soon as practicable if the vehicle will be stored outside. Exposure can lead to permanent adhesion of residue on vehicle.

PROCESSES

SHIPPING / EXTERNAL CRATE DAMAGE

1. Upon arrival, during the unloading process, and after the crate is unloaded, a visual inspection of the crate and crate bag for damage is required. If the crate or crate bag appears damaged, take photos of the damaged area immediately upon discovery.
2. If the crate or wrapping appears damaged, take clear photos of the area of concern at an arm's length away as well as a full view of the crate highlighting the area. If there are multiple areas of concern, repeat this process for each area.

IMPORTANT

Do not remove unit from the crate until the necessary photos have been taken.

NOTICE

Additional photos of the damage must be taken per the specifications outlined in this communication (page 3).



3. Document all damage on the Bill of Lading (BOL) by circling the affected VIN and writing "Damaged" next to it. Ask your driver to sign or initial acknowledging the damage, and accept delivery.

IMPORTANT

Do not refuse delivery of any vehicle from the carrier without prior approval from Polaris. If a dealer refuses to accept delivery of a unit upon arrival, a cancellation charge will be assessed.

4. Within 5 business days, and before registering the unit, submit for coverage through Ask Polaris. Choose **Service & Warranty Question – Authorization Request: In Warranty or Polaris ESC** and attach the required photos to the case. If it can be determined, note the root cause of the damage. (Example: Crate Dropped or Loading Strap Cut, etc.)

NOTICE

In order for Polaris to seek carrier reimbursement, it is critical to receive reports with a signed BOL within 5 business days. Coverage requests not meeting photo requirements, submitted beyond 5 days, or without a signed BOL are not eligible for dealer reimbursement.

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CONCEALED CRATE DAMAGE

1. As the inner crate bag is being removed, thoroughly inspect the unit for damage. If damage is discovered, take clear photos that show all four sides and the top of the unit, highlighting each damaged area. Document visible damage and provide photos per the specifications outlined in this communication (page 3).

IMPORTANT

Requests for coverage on uncrated units or for photos that do not meet the requirements specified in this communication will be rejected.

2. After photos have been taken, and before registering the unit, submit for coverage through Ask Polaris using **Service & Warranty Question – Authorization Request: In Warranty or Polaris ESC**. If it can be determined, note the root cause of the damage. (Example: Crate Dropped or Loading Strap Cut, etc.)

PHOTO REQUIREMENTS

To file a cosmetic warranty claim, Polaris requires photos of each damaged area. Each photo should include a note with the date, dealer number, and an arrow pointing to the damage. All photos must be clear and focused or they will not be accepted.

IMPORTANT

At least one photo requires an image of the VIN label shown on the external side of the shipping bag.

NOTICE

An ATV is depicted in the photos. The same process should be followed for a snowmobile, motorcycle or Timbersled kit.

1. The first photo should be taken from arm's length away of the affected area and should have the note placed with the arrow pointing to the damage. The shipping label is also in this photo.



2. The second photo should be taken close to the affected area showing the damage with the note still in place.



3. The third should be a full side view of the unit, with the note still in place. (see Figure 3)



4. Repeat steps 1-3 if there are multiple damage areas.

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SHIPPING / CONCEALED CRATE DAMAGE PROCESS

