

Date: 12/15/2023

Subject: Shortage & Damage Claim Policy

Shoemaker Mfg. is implementing an important policy update regarding the process of requesting credit for damages and shortages.

In order to be eligible for credit, the following must be met:

To ensure a seamless resolution, we kindly ask that you report any damages or shortages to sm@shoemakermfg.com immediately. Timely reporting is crucial to maintain your eligibility for credit.

Kindly include the following information: PO # or Order #, Issue Explanation, Pictures, if possible, and your preferred resolution of Credit or Reshipment.

Please note that it is crucial to notify sm@shoemakermfg.com of any shortage or damage within 45 days of receiving the shipment. Failing to meet this deadline will result in denial of your request due to the age of the claim.

Thank you for choosing Shoemaker Manufacturing and partnering with us on these policies. Our commitment to enhancing your experience remains strong, and we believe this update will contribute to that pursuit.

Working Together!



Ethan Clopton | Director - Customer Success



TRUaire



CSW Industrials Companies

Direct: 713-929-4335

Ethan.Clopton@RectorSeal.com | RectorSeal.com