

# FAQ's - Frequently Asked Questions

## When can I file a claim with my package or shipment?

- Claims can be filed within 6 months of the ship date.

## What information do I need to submit a claim?

- When filing a claim please include all the following information:
  - Email address
  - Contact Phone Number
  - Account Number
  - Tracking Number
  - Date claim submitted
  - Date package was picked up
  - Delivery date of the package
  - Address the package was picked up from
  - Delivery address
  - Reason for claim
  - Description of contents of the package
  - Photos of the damaged item from multiple angles
  - Photos of the internal packaging material used (e.g. bubble wrap, Styrofoam peanuts, Cardboard dividers, etc.)
  - Photos of the exterior packaging in multiple angles
  - Supporting documents to substantiate the original purchase and/or replacement costs of the contents, such as an invoice or receipt.

## How is a claim evaluated?

- An internal investigation is performed based on submission information and GLS US policies and procedures.

## How long does the claim process take?

- Research through decision may take up to 60 days

## What should I do when I receive a claims notification letter?

- You may receive notification if there is insufficient information or documentation to submit your claim. When all required information is received the claim proceeds for review.
- If your claim is approved, it will be processed for the amount owed based on GLS US policies.

## How and when will I receive payment for an approved claim?

- After you receive notification that your claim has been approved, your account will be credited in the next billing cycle, or you will receive a check within two weeks depending on how your account is setup with the GLS US billing department.

## Where will my claim payment be sent?

- If your payment is in the form of a check, it will be sent to the billing address listed on your account.

## How do I check a pending claim?

- Respond to the email confirmation which is sent when claim is submitted, or send a request for update to [claims@gls-us.com](mailto:claims@gls-us.com) and include the claim case number.

## What type of claim can I file for damaged wine shipments?

- GLS US reimburses for broken bottles of wine shipments.
- GLS US cannot reimburse for wine bottles with damaged labels.