



Freight Damages Process

Effective October 22, 2025

Dealer Inspection Process:

Upon delivery:

- Inspect all packages before signing the Bill of Lading (BOL)
- Note damages directly on BOL (e.g., "2 pallets crushed"), sign and date it
- Do not sign "clean" if damaged
- Take at least 5 photos: damaged items (all angles), BOL with notes, truck (if possible)

Submit your claim within 3-5 business days to warranty@noblelift.com.

Include:

- Signed BOL and PO number
- Email Subject (Freight Damages)
- Pictures 3-5
- Your contact info

NOBLELIFT does not get reimbursed by freight companies until all this information is provided —therefore, there is no reimbursement without this information. Skipping any step may lead to no credit.

NOBLELIFT Claims Process:

Upon submission of your claim it will process within 3-5 business days. The documents you provide will be submitted to the freight carrier for reimbursement. Full or partial credit for parts, labor, and shipping costs will be issued on the 15th and 30th of each month and applied directly to your account.

Contact: warranty@noblelift.com | Phone; 847-595-7100

Print and post at your dock!