

Streetline Performance & Accessories, Inc.
DAMAGED SHIPMENTS POLICY
Last Updated: March 2026

Overview

Customers are strongly advised to inspect all packages immediately upon delivery and, whenever possible, in the presence of the delivery carrier.

If the shipping carton shows visible damage, the customer has the following options:

Delivery Options

Option 1 – Refuse Delivery

If the package appears significantly damaged, the customer may refuse delivery and request that the carrier return the shipment to Streetline Performance & Accessories Inc.

Once the returned shipment is received and inspected, we will assist with replacement or resolution.

Option 2 – Accept Delivery and Note Damage

If the customer chooses to accept the package, they must note any visible damage on the carrier’s delivery record before signing for the shipment.

Inspecting the Contents

After receiving the package, the customer should immediately inspect the contents for damage.

In some cases, the shipping carton may appear damaged while the contents remain intact. If the product is not damaged, no further action is required.

If the product is found to be damaged as a result of shipping carrier handling, the customer must file a damage claim directly with the shipping carrier.

Filing a Carrier Damage Claim

If damage is discovered:

- **The customer must file a formal claim with the shipping carrier within 48 hours of delivery**
- **All original packaging materials, boxes, and damaged items must be retained**
- **The carrier may require an inspection of the package and product before approving a claim**

Do not return damaged merchandise to Streetline Performance & Accessories Inc. unless specifically instructed to do so by our customer support team.

Failure to retain the original packaging materials may result in the carrier denying the claim.

Shortages or Missing Items

Any shortages or missing items due to carrier handling must be reported within five (5) business days of delivery.

Claims submitted after this timeframe may be denied by the carrier.

Carrier Responsibility

Once a shipment has been picked up by the shipping carrier, responsibility for the shipment transfers to the carrier.

Streetline Performance & Accessories Inc. is not responsible for damage caused during shipping, but we will make reasonable efforts to assist customers in resolving claims with the carrier when necessary.