



Ingomar Packing Co., LLC  
Claims Processing Dept.  
P.O. Box 1448  
Los Banos, CA 93635  
www.ingomarpacking.com



In Order to have your claim processed in a timely manner, the following information is required:

1. Complete Ingomar Packing Company (IPC) Claim Form
2. The completed Claim Form and pictures are sent to [claims@ingomar.com](mailto:claims@ingomar.com) or mail in the claim to the address above.
3. **Customers wishing to destroy or return product should have IPC approval and claim number prior to doing so.** Samples of product or packaging materials may be requested as part of the claim investigation.
4. Destroy or Returns: Customer Certification must be filled out and returned. Fill in method of destruction or check if box if returning product. Provide copy of receipt for disposal charges.  
**Although destruction is approved, IPC will investigate the claim and determine if credit is approved.**
5. Claims for physical container damage must be reported at the time of receiving and unloading of the product. Once received as acceptable by the customer, claims reported after may be subject to rejection.
6. Freight damage claims in most cases must be submitted to the carrier by the customer, it is important that if a load is received with damage, photos be taken, and notes made immediately to ensure proper evidence of damage.
7. Claims must be submitted no later than 3 months after the date of shipment.
8. Once IPC receives claim, a claim number and the claim is reviewed at the weekly claims meeting.
9. Customer will be contacted to be given an update or to request further information or provide a claim number when customer seeks to destroy or return product.
10. Information requests require a 10-business day response, failure to do so can result in the claim being denied.
11. Claims investigations are completed within 14 business days, more time may be needed depending on the severity of the claim.
12. Once the investigation is complete, customer is contacted and advised of the outcome in a Claims Status Summary form; where applicable a response letter is provided.

### **Photographs**

1. Photo requirements  
(1)Color photos, (2) free of glare: clearly showing described deficiency, and (3) the identifying container lot tag affixed to container.
2. For transit damage (it is highly recommended to have a camera ready when opening rail cars to capture transportation damage):
  - Take photos prior to unloading- this includes condition of air bag and dunnage for rail cars.
  - Once unloaded take picture of entire container, including lid and label. For bins each side, a minimum of 4 photos.
  - Provide photo of both fork entries.
  - Remove lid and include photo of any obvious container damage, puncture, or tear in bag and label.
3. Packaging
  - Provide photo of both fork entries.
  - Remove lid and include photo of any obvious container damage, puncture, or tear in bag and label.
5. Seal issues: photo of white cap and photo of white cap removed showing the seal.
4. Quality: where applicable take photo.
5. Foreign material: take photo for Claim Request and ship as soon as possible to address on form.
6. Issues with certificates of analysis: photocopy of the COA with notations as to the deficiencies is acceptable.



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## Claim Information

Date of Claim:

Company Name:

Contact Person:

Customer Claim No.

Contact Number:

BOL Number (s):

Total lbs. of claim:

IPC Claim No.

Container Lot Number(s):

Description of Issue:

**Customer requests (must have approval & claim number from IPC prior to return / destruction):**

Credit       Return Product       ← IPC Claim No. →      Destroy Product

Customer Charges:	
Disposal Charges: <small>provide copy of receipt</small>	
Bin charges: (if approved)	
Other Charges:	
Total Charges:	

IPC Accounting Use Only	
Product Cost: (Cost x lbs. of claim)	
Customer Charges:	
Approved Claim Amount:	
Unapproved Amount: (provide explanation)	

IPC Comments:

QA approved lbs. / lots: \_\_\_\_\_

Date sent to Acct: \_\_\_\_\_

CRR: CSS CAPA EE

Product placed on hold: YES NO      WHSE notified: HOLD RETURN N/A      Date: \_\_\_\_\_

