

CLAIMS PROCESS

We take pride on our 99.5% damage-free delivery. In the rare event, you need to submit a claim, either for vehicle damage or missing items, please submit your case to claims@ACERTUSdelivers.com within 24 hours of delivery.

When submitting your claim, please include the following:

- VIN number
- Copy of signed delivery receipt
- Three photos of damage
- Detailed estimate (upon request)

(All will be required before payment is issued for accepted claims.)

Before submitting your claim, please be advised:

- All damages must be notated on the Delivery Receipt during the delivery inspection, or your claim will be denied.
- If a vehicle is received STI (Subject To Inspection) or after hours you will need to conduct your inspection and present the damage(s) to ACERTUS within 48 hours. Any notification received outside of this timeframe, will result in full denial.
- In the event, "hidden" or "concealed" damage is found after the delivery inspection, it must be reported to ACERTUS within 24 hours, or your claim will be denied. (Hidden or concealed damage is classified as damage(s) that can only being seen if the unit is lifted on a hoist or airlift.)