



Discrepancy Reporting Process

We are attempting to verify if errors are being generated through our fulfillment process or our carriers as well as identify gaps in our quality and training processes. Through this process, we are hoping to provide reduced shipment discrepancies and improved consistencies with your orders.

Please see our step-by-step process below:

1. Check all boxes for damage upon delivery so damage can be reported appropriately to carriers upon receipt
2. Check-in all parts against the provided packing list(s)
3. If there is anything missing/short in your shipment, notify us within 10 business days
4. Hold the boxes or take the following photos:
Note: if your claim is \$100 or more the boxes must be held until review is complete
 - a. top and two sides of box
 - b. bottom and other two sides of box
 - c. any damage from outside of box
 - d. inside of box including packing material
 - e. close-up of shipping label showing tracking #
5. Provide the PO number, item number and the discrepancy to the Customer Service Team at 614-863-6930 or order.desk@pressureconnections.com
6. We will research the reported discrepancy by reviewing our Order Fulfillment paperwork, comparing the item vs. shipment weight and completing a stock count (if applicable) to determine if the issue originated at Pressure Connections or in transit
7. Based on the findings of our research, we will file a claim with the carrier and/or provide a credit to your account as needed

Example photos for discrepancy reports:

