



Maxim Direct Freight Claim Policy

To file a claim, please follow the guidelines below.

Report damages immediately to Maxim Direct and request a claim form which will have your claim number. Requests must be made within 24 hours of customer receiving the shipment. The claim form must be filled out completely and submitted to Maxim Direct within 5 business days with all supporting documents requested on the claim form. If the above guidelines are not followed, this will result in a denial of the claim.

For Daytime delivery, we encourage customers to inspect freight before signing for it. If a customer signs for the freight, we assume they have accepted the freight in good order.

Maxim Direct will not be responsible for glass, including but not limited to windshields, back glass, window glass, quarter glass or tailgate glass. We will ship these items for you but Maxim Direct will not be responsible nor will we accept any claims for glass.

Maxim Direct will not be responsible for roof panels shipped in cardboard boxes, roof panels are too light and flimsy and can easily bend or dent when shipped in a cardboard box. It is recommended that roof panels are placed in a wooden crate.

Maxim Direct will not be responsible for bumper covers shipped in plastic bags, plastic bags are not enough protection to prevent scuffs, scratches and bends. It is recommended that bumper covers are shipped in boxes, if shipped in plastic bags, they should be bubble wrapped or add foam padding for protection.

Maxim Direct will not be responsible for broken headlight or taillight mounting tabs, ears, plastic guides, etc. These small thin protruded pieces of plastic are easily cracked or broken when the headlight has any room for movement inside the box. It is recommended that additional protection and padding be added to protect these protruded delicate thin pieces of plastic. If there is sufficient damage to the outer box, we will review the claim as needed.

If you have any questions regarding this policy, please use the Contact Us link on our website or simply give us a call.