



Claims Procedures for:

Shipping Discrepancies

Pricing Errors

FET Claims

China Manufacturers Alliance, LLC
406 E. Huntington Drive • Monrovia, CA 91016 USA
Ph: (626) 301-9575 • Fax: (626) 301-9579



CHINA MANUFACTURERS ALLIANCE, LLC

CLAIMS PROCEDURE

In order to properly receive credit from China Manufacturers Alliance, LLC (CMA) for claims resulting from shipping errors and/or discrepancies including over/shorts, pricing errors or FET exemptions or claims, the following procedures must be followed:

SHIPPING ERRORS/DISCREPANCIES

1. For **each** CMA order involved, complete a **CMA Standard Claim Form**. This form must be completely filled out including your complete CMA customer number, customer name and address, Order number and Order date, CMA Product ID Number, product description including size/ply, the quantity invoiced, the quantity received and the over/short amount claimed.
2. **Each Standard Claim Form submitted must include the CONTAINER/TRAILER SEAL NUMBER on the Delivery Receipt from the trucking company. No claim will be honored without this information.**
3. Attach to the CMA Standard Claim Form a copy of **Container Arrival Notice** clearly identifying the product received by brand, description, size, ply and quantity.
4. If your shipping claim resulted from delivery by common carrier, i.e. warehouse shipment, attach to the CMA Standard Claim Form a copy of the carrier bill of lading or delivery receipt clearly noting the shortage.
5. **All claims for shipping errors and/or discrepancies must be submitted to CMA within 48 hours of receipt.**
6. Mail or fax the top page of the completed CMA Standard Claim Form, along with the attachments required in either NO. 3 or NO. 4 above to:

China Manufacturers Alliance, LLC
406 E. Huntington Dr. Suite 200
Monrovia, CA 91016
Fax: (626) 301-9579
Phone: (626) 301-9575

Keep the bottom copy of the Claim Form for your records.



PRICING ERRORS/DISCREPANCIES

1. For **each** CMA invoice involved, complete a **CMA Standard Discrepancy Claim Form**. This form must be completely filled out including your complete CMA customer number, customer name and address, Invoice number and Invoice date, CMA Product ID Number, product description including size/ply, the price as invoiced, the price claimed, the price difference and the extended price difference.
2. Attach to the CMA Standard Discrepancy Claim Form and documentation which supports your claimed error in price, including anything which you might have received from your CMA sales representative.
3. All claims should be submitted on or before the invoice due date. Any unclaimed deductions from the invoiced amount will cause the invoice to be considered "past due".
4. Mail or fax the top page of the completed CMA Standard Discrepancy Claim Form, along with any supporting documentation to:

China Manufacturers Alliance, LLC
406 E. Huntington Dr. Suite 200
Monrovia, CA 91016
Fax: (626) 301-9579
Phone: (626) 301-9575

Keep a copy of the Claim Form for your records.

FET CLAIMS AND EXEMPTIONS

1. If your FET claim results from the **export** of CMA products, complete a **"Declaration of Export"**. Please include an invoice copy associated with the Bill of Lading as well as the actual Bill of Lading detailing the export.
2. If your FET claim results from the **sale** of CMA products to a Tax Exempt entity and/or organization, i.e. state, church, school or non-profit organization, complete a **"Federal Excise Tax Exemption Certificate"**. Please attach a copy of the invoice where the tires were sold to the organization.
3. Mail or fax the completed "Declaration of Export" or the completed "Federal Excise Tax Exemption Certificate" to:

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