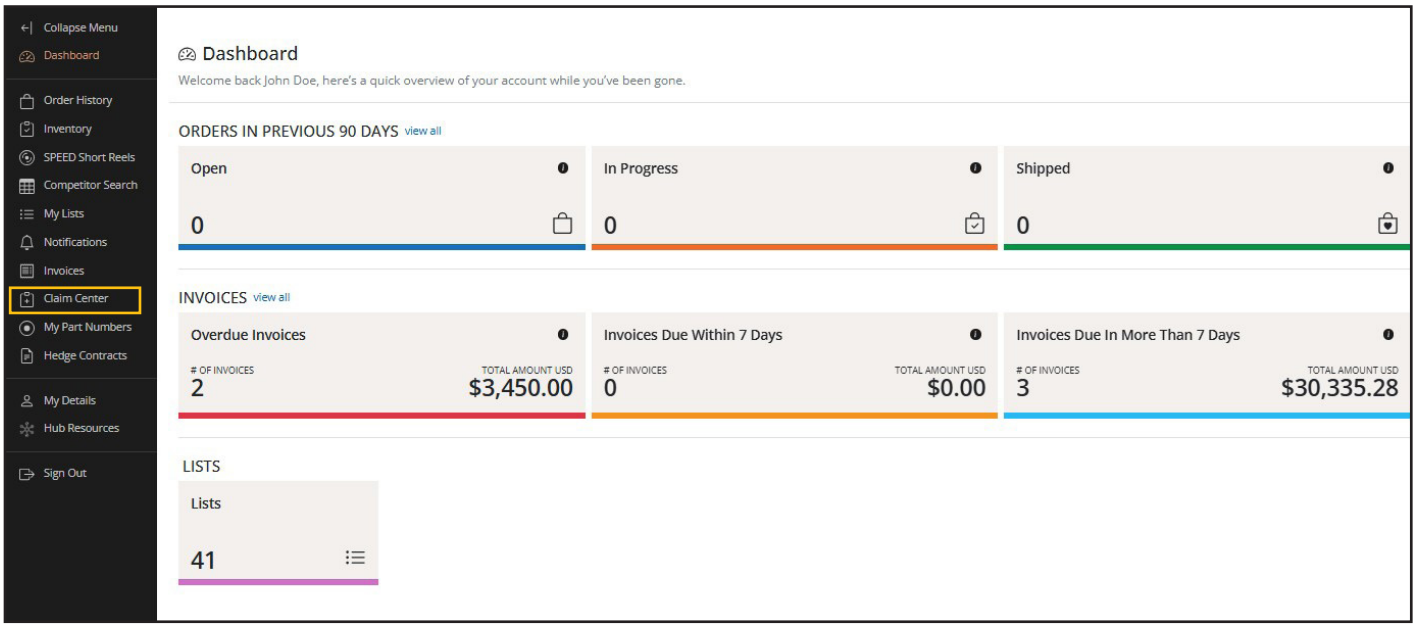
How to Submit a Claim

Streamline your return requests and track their progress all from the Customer Hub.

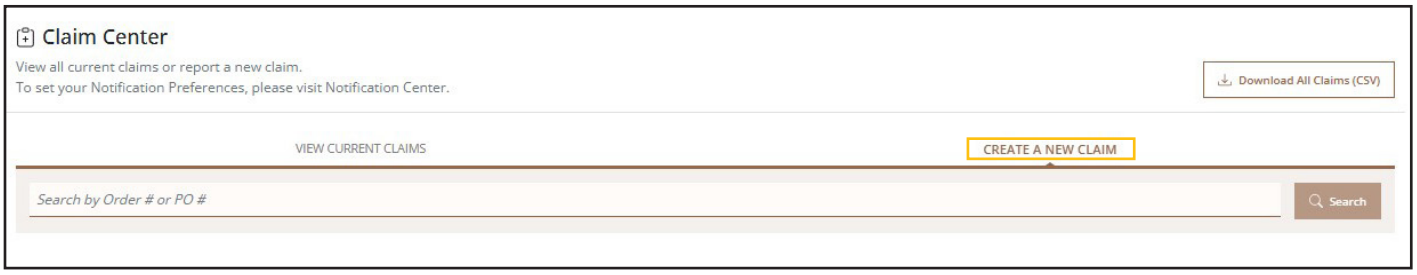
1. Log into your Customer Hub account through www.southwire.com.

2. There are two ways to create a claim:

Option 1:
a. Navigate to the Claim Center on the left side of the dashboard.



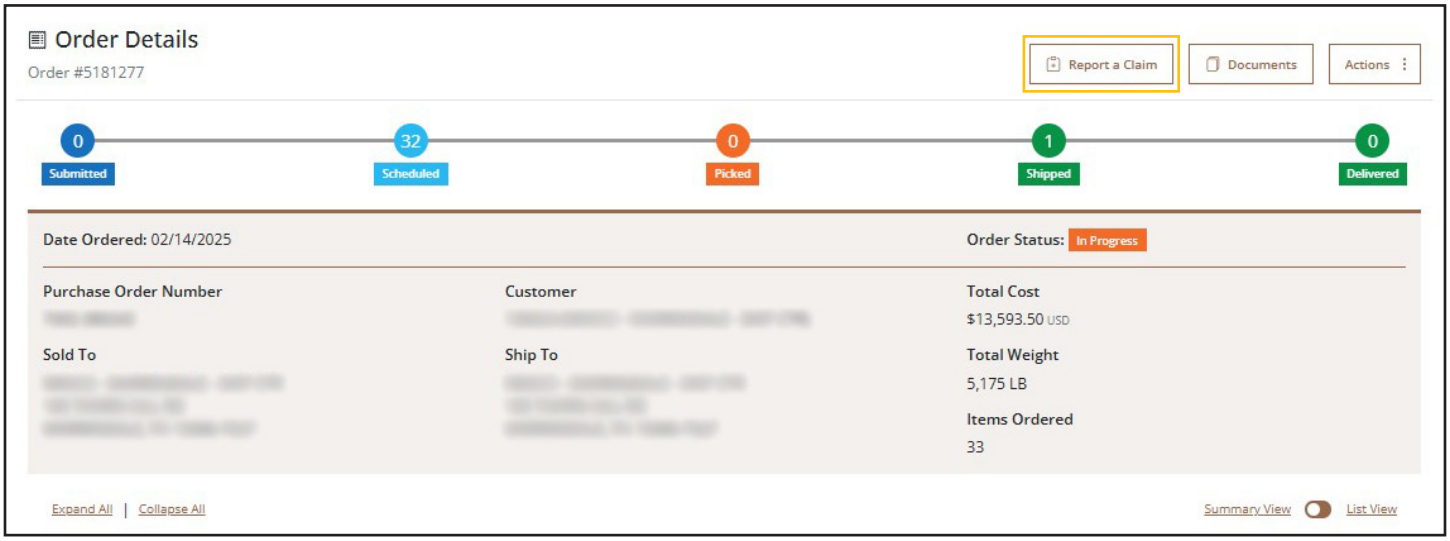
b. Select the "Create a New Claim" tab, and enter your PO or Southwire Order Number



Option 2:

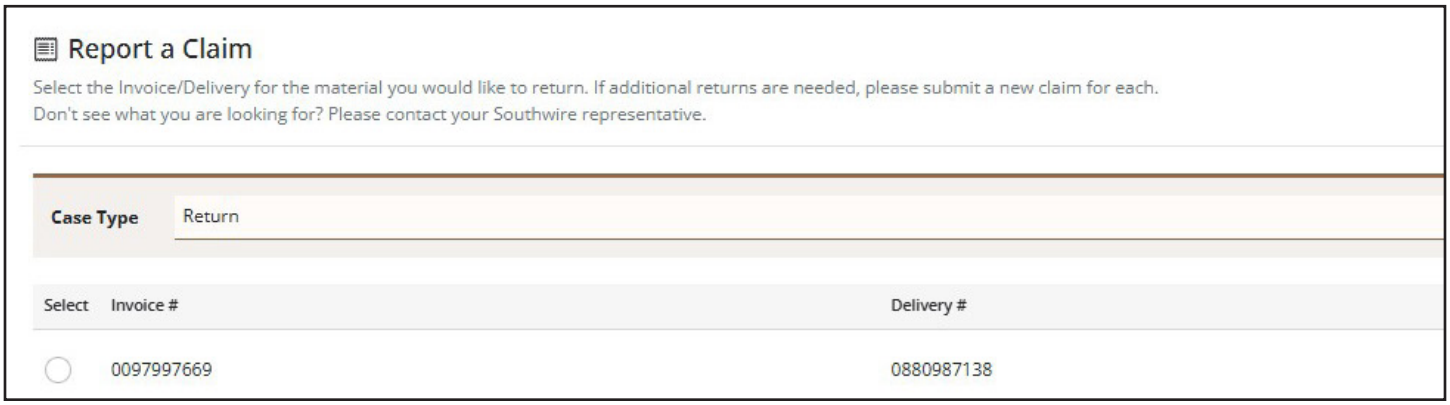
a. Locate and select your order.

b. In the top right corner, click on the “Report a Claim” button.

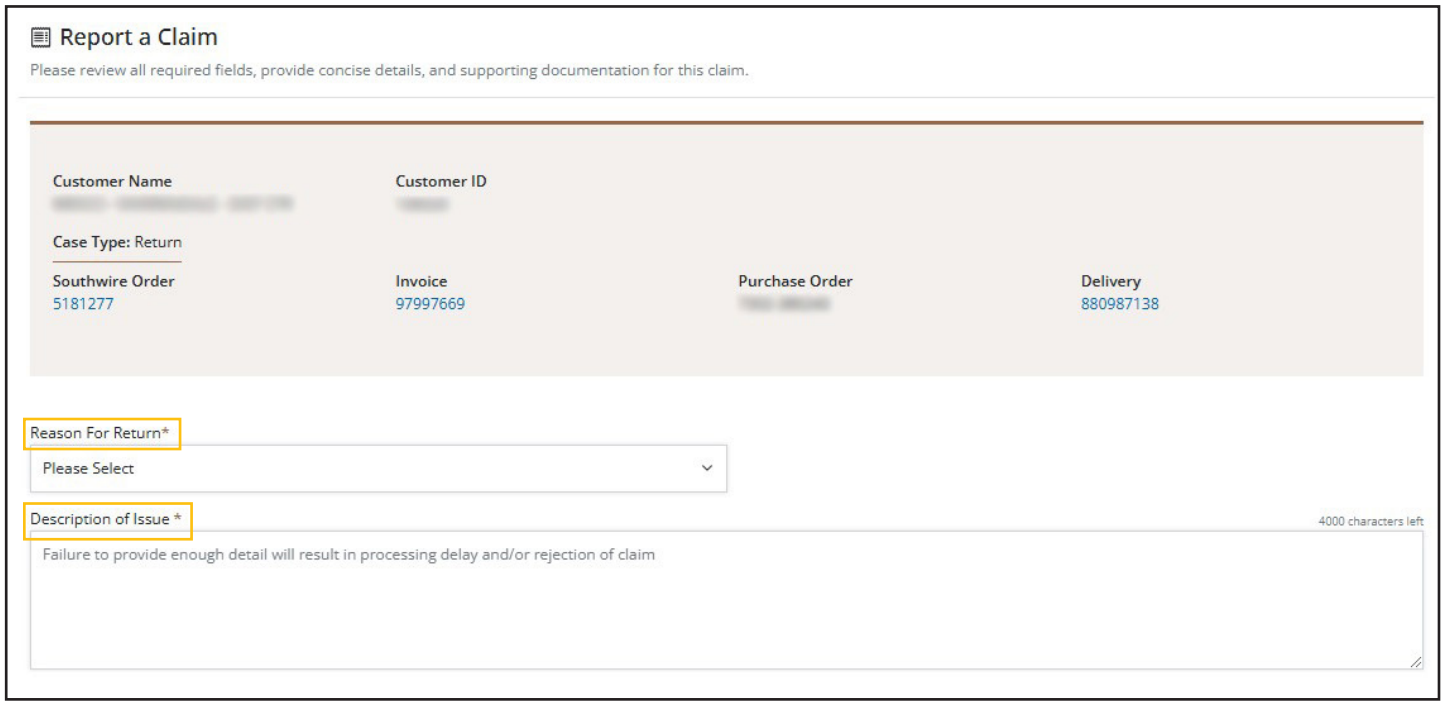


Note: Claims can only be submitted for orders shipped within the last 12 months.
Only one claim per invoice can be submitted.

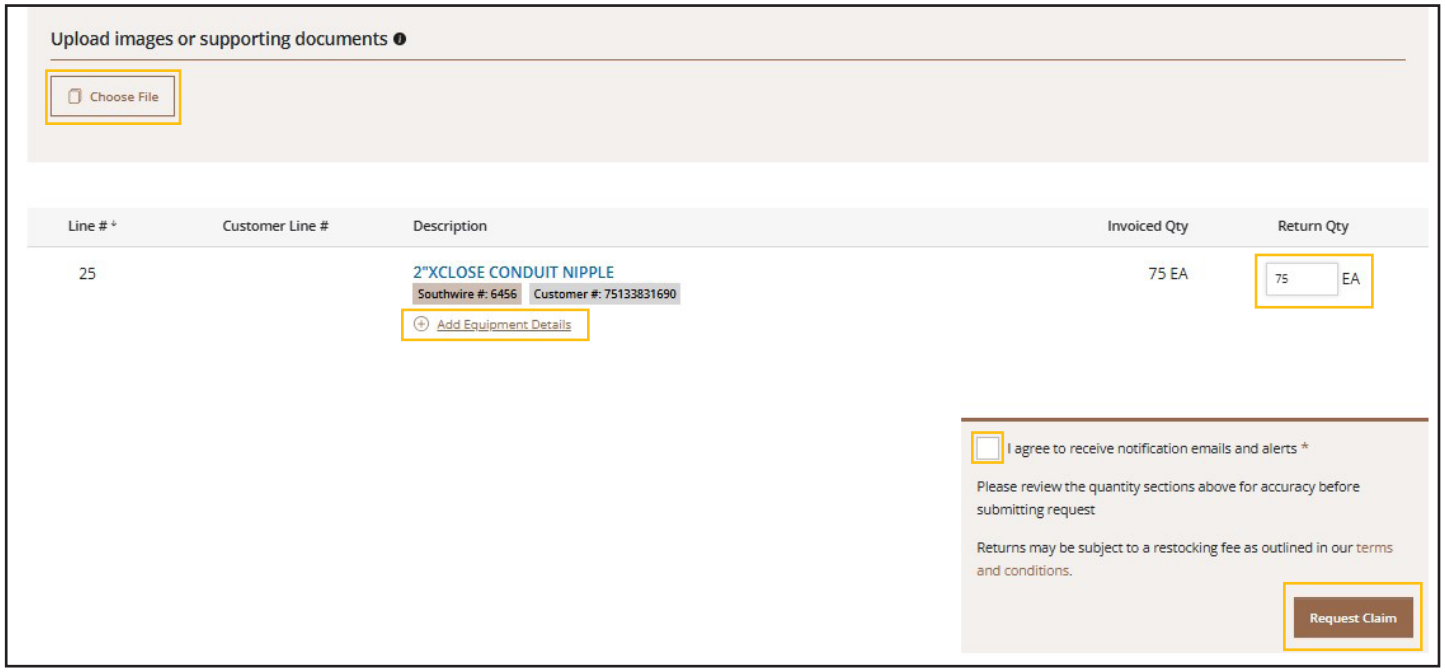
c. Choose the invoice number/delivery number of each order you would like to submit a claim for.



d. Select the reason for your return and provide a detailed explanation.



e. Then, upload all supporting documentation (e.g. photos of damage, etc.).
f. Be sure to adjust the return quantity as needed. **Note: For equipment items, input the serial and model numbers by selecting "Add Equipment Details".**
g. Confirm you agree to receive email updates about the claim and submit by selecting "Request Claim."



h. You can review and check the status of your claim anytime by navigating back to the Claim Center under the “View Current Claims” tab.

Status Definitions:

- Submitted – We have received your claim, and our team is in the process of reviewing it.
- Pending Return – Your claim request has been approved, and Southwire is waiting for the material to be returned. The RGA document can now be downloaded from the Claim Center.
- Approval Pending – Your material has been received by Southwire and your credit is now pending.
- Complete – Your credit has been issued, and a copy of the credit can be downloaded from the Claim Center.
- Denied – Your request did not meet the approved criteria. Please review the “Important Comments or Updates” section in the Claim Center for more information.

At this time, only claims submitted via the Customer Hub will show up in the Claims Center.