nowdesigns

CLAIM FORM

CUSTOMER & ORDER INFORMATION

ACCOUNT NUMBER	STORE NAME	CONTACT NAME

EMAIL ADDRESS	PHONE NUMBER	FAX NUMBER

DATE	INVOICE OR SALES ORDER NUMBER

CLAIM DETAILS

All discrepancies must be reported within ***5 days*** of receipt of goods. Please ***clearly indicate the problem*** with the product by selecting the appropriate code. Returns will not be accepted for in store damage or overstocked merchandise. If your claim requires a physical return, a Customer Service Specialist will contact you within 5 business days to arrange a return call tag. Returns sent back without prior Customer Service authorization may be refused and credit may not be issued.

REASON CODES

CS-SS Short-Shipped
CS-DU Duplicate Shipment
CS-RE Rep Error
CS-BR Broken

CS-CA Cancelled
CS-CH Chipped
CS-GL Glaze Issue
CS-IS Incomplete Set/Missing Part

CS-PU Pulls/Holes/Torn
CS-EO Customer error
CS-PD Packaging Damage
CS-SM Odor

CS-MA Marked/Dirty
CS-QI General Quality Issue
INDICATE ISSUE IN COMMENT FIELD

CS-WR Wrong Item**
1. CLAIM THE ITEM YOU DIDN'T RECEIVE
2. INDICATE THE ITEM YOU RECEIVED IN ERROR IN THE COMMENT FIELD. INCLUDE QUANTITY RECEIVED.

ITEM NUMBER	ITEM DESCRIPTION	QTY	REASON CODE	COMMENT
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	
			CS-SS	

Please return the completed form by fax or email. Your claim will be confirmed once processed.

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