



Claim Report
Damaged / Defective Merchandise

\*\*\*\*\*PLEASE ALLOW 7-10 DAYS FOR PROCESSING\*\*\*\*\*

Attention: Only In-House Credit will be issued for any Returned item(s). No merchandise may be returned without prior authorization from a Howard Elliott Collection representative. All returns will be subject to a 25% restocking fee. Claims must be reported to Howard Elliott within 10 days of receipt of item(s). Please complete this form so that we may process your claim quickly and efficiently.

PLEASE FAX BACK TO 630-871-1258



TO EXPEDITE THE CLAIM PROCESS, PLEASE EMAIL PICTURES TO: claims@howardelliott.com

Company / Store Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

Item Number(s) being claimed: \_\_\_\_\_

Invoice or Order Number : \_\_\_\_\_

Date Merchandise was received: \_\_\_\_\_

Description of damage or defect: (Please be specific! Attach second sheet if necessary.)

If merchandise is damaged, does it look as though it was damaged in transport? \_\_\_\_\_

Was freight damage noted at time of delivery with truck driver? \_\_\_\_\_

Name of Carrier: \_\_\_\_\_

Requesting: Credit \_\_\_\_\_ Replacement \_\_\_\_\_

FOR OFFICE USE ONLY
\_\_\_ Filed freight claim w/ carrier
\_\_\_ Offered discount
\_\_\_ Issued credit
\_\_\_ Issued RGA to return