



DAMAGED PRODUCT POLICY AND PROCEDURE

Please note, if products are not signed for as damaged upon receipt, we cannot send free replacements

1. Identifying Damage or Missing Packages

- a. Count the number of packages received
- b. Compare number to the Delivery receipt and Packing List
- c. Inspect all packages for any sign of damage (internally & externally)

2. If Shipment is Damaged or Missing Packages

- a. Sign for shipment as damaged. Note the number damaged product if possible or just write "damaged" on delivery receipt
- b. If there is no delivery receipt: Sign damage next to your signature
- c. Always notify the driver of damages

3. Preparing Shipment for Claim Process

- a. Boxes and product MUST be kept for inspection
- b. Always take pictures of the damage, whenever possible
- c. Notify Craffiti within 7 calendar days

****If the above steps are followed, Craffiti will send out replacement products free of charge.****

If damage has occurred and is NOT signed for properly, please complete the following:

1. When Not Signed for as Damaged

- a. Issue a new P.O. (an order) for the damaged items. Note if you would like a claim filed
- b. Include original Sales Order # (PO#) or Invoice # for the damaged goods
- c. Also note any information that could be useful for the claim process

2. Getting a Credit

- a. If/When the claim has been approved; a credit will be issued
- b. If/When the claim is denied NO credit will be issued

****Please note: Freight companies will not always pay claims or pay them in full. This will affect the amount of credit you will receive.****