

Damaged or missing items Claim Form

Discount Hardware Direct LLC

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For DHD use only

Claim No:

Issue date:



Claimer's name (company) and address:

Sales Invoice #:

Delivery Date:

Shipping address:

Carrier:

Line #	Items	Quantity	Reason for claim*
1			
2			
3			
4			
5			
6			
7			
8			

*possible reasons for the claim: damaged by freight company , factory defects, missing, wrong item was sent, another (please, describe)

Brief claim details

CLAIMS INFORMATION

You will be able to submit a compensation claim if the contents of your parcel have been damaged in transit, as long as you follow our claims procedure and fulfil our claims criteria as outlined below. All claims must be made in writing, and submitted by email, within 48 hours of the delivery date.

You must include photographic evidence of the damage caused, to both the packaging and goods inside, with your completed claim document. After reviewing your photographic evidence, we may need to arrange a damage inspection.

The damaged goods must not be moved from the delivery address or removed from their packaging. You must always leave the damaged goods in their original packaging ready for the carrier to collect and conduct their damage inspection. If you transport the goods to any other location, unpack the contents or remove any part of the packaging, it may invalidate your claim as it becomes difficult for us to prove to the delivery courier that the damage occurred before the delivery was made.

Claims Procedures for Damaged Goods

In order for us to process your claim, we first need to assess the level of damage to the goods. To do this we require images of the damaged goods and the packaging. In some cases, our carrier may also need to do a physical damage inspection. The following section gives an overview of the whole process.

How to Make a Damage Claim

Submit images and supporting documentation within 48 hours of delivery as follows:

Provide clear images of:

- External packaging. Be sure to include images that show any damage to the external packaging, such as dents or tears.
- Internal packaging (showing how each item was packaged) including images that show any damage to the internal packaging, such as dents or punctures.
- Any damage to the item/s.

Submit supporting documentation to confirm the repair or replacement value of the damaged item(s), e.g. a purchase receipt. You should also submit any extra information that may be used to support your claim.

We will review all the evidence provided and respond within 7 working days and confirm whether a physical damage inspection will be required.

If a damage inspection is required:

We'll arrange for the courier who delivered your shipment to collect the goods within 5 business days and conduct a damage inspection. The courier will hold your goods for no longer than 5 business days, before returning them to you.

The goods should not be moved from the delivery address or disturbed. They should always be left in their original packaging ready for the carrier to collect. If the goods are moved from their delivery location, or you discard any part of the packaging, then your claim will be void.

If we reject your claim:

We will always provide a full explanation.

Discount Hardware Direct company supplies its products as a knock-down door unit or hardware, unless otherwise specified in the invoice.

Discount Hardware Direct company does not compensate for re-installation if a defect was detected on an already installed door or hardware.

You always have the right to appeal. Please note, in order to appeal you need to provide additional evidence that has not already been provided, to support your appeal.

Contact Name/Telephone Number(Customer)

Customer signature

Signature of Discount Hardware Direct representative