

PRODUCT CLAIM FORM

Thank you for purchasing from Zodax, we appreciate your business. We are confident in the quality of our products but due to the use of natural materials and the handcrafted nature of our products, slight variations in finishes, tones, size, and colors are common. These are not grounds for a return, exchange, or credit. If you still feel that the product is defective, follow the steps below:

*** COMPLETE THIS FORM WITHIN 10 DAYS OF RECEIPT OF MERCHANDISE ***

STEP 1: Complete the following information and submit to claims@zodax.com or Fax to 818-785-1747. (Please email pictures of all damaged items)

Date: _____

Contact person: _____

Company/
Customer Name: _____

Phone #: _____

Email Address: _____

Shipper ID #: _____

Customer ID#: _____

Invoice # or P.O. #: _____

Date merchandise received: _____

STEP 2: Briefly describe the condition of the product.

ITEM #	DESCRIPTION OF DAMAGE	Credit or Replacement	QTY DAMAGED	UNIT PRICE	EMAILED PICTURE?

STEP 3: Take pictures of item in question, including a close up of the defect/ damage. (Required)
****Please make sure to include pictures at the same time when emailing or faxing claim form to prevent any delays. Email all pictures to claims@zodax.com. *****

STEP 4: The claims department will review your claim to verify if it qualifies for a credit, replacement or return and contact you with further instructions. If credit is issued, you will receive a credit memo in the mail. (Please follow up with the claims department to ensure credit or replacement has been issued.)

*All replacements will be shipped to the original ship to address
*Do not dispose of damaged merchandise. Please obtain approval from Zodax.
*Damaged merchandise must be kept for 30 days, unless otherwise stated.