



**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: alma@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