



## DAMAGED / DEFECTIVE MERCHANDISE REPORT FORM

### PLEASE NOTE

- Damage / defective reports must be filed with our office within five (5) business days of receipt of item.
- Item and original packaging must be kept until claim has been resolved.
- Concealed damages must be reported to the carrier immediately (failure to do so could result with your claim being denied).
- Most trucking claim forms available upon request.

### INSTRUCTIONS

- Please complete the form below and fax to 336 841 1616
- Pictures are required for all reports and need to be emailed to [srobertson@designsourceltd.com](mailto:srobertson@designsourceltd.com). Please include clear pictures of the original packaging and of the damaged/defective item.

Date: \_\_\_\_\_ Customer Number: \_\_\_\_\_ Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Purchased on Invoice # \_\_\_\_\_ Date received: \_\_\_\_\_

Were there noticeable damages to the outside of the box? \_\_\_\_\_

Is item still in/with the original packaging? \_\_\_\_\_

Item # \_\_\_\_\_ Check One: \_\_\_ Damaged \_\_\_ Defective

Do you want a replacement? \_\_\_ Yes \_\_\_ No

Describe damage/defect: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### FOR INTERNAL USE ONLY

Date received: \_\_\_\_\_ By: \_\_\_\_\_ Carrier: \_\_\_\_\_

Customer sent claim forms to file claim: \_\_\_\_\_

UPS / FEDEX Tracking #: \_\_\_\_\_

Notes: