

CUSTOMER CONCERN FORM – DAMAGES

(Must be Submitted 10 Business Days from the Receipt of Product)

Company Name: _____ Contact: _____
 Shipping Address: _____ Phone: _____

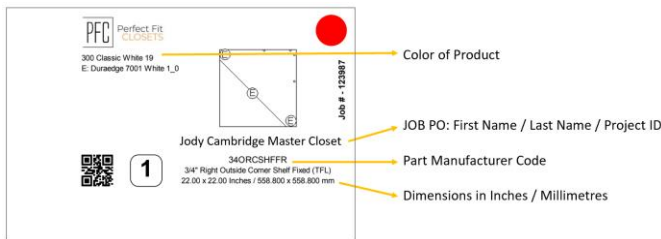
REQUIRED IMAGES:

Damaged Packaging, Damaged Product, and Labels of each piece that needs replacement.

PACKAGING CONDITIONS:

Did you notice any visible damage to the packaging? _____
 What is your best guess as to how the damage happened? _____
 Are there signs that the packaging was previously opened before delivery? _____
 Are there signs showing the pallet was stacked with other pallets? _____
 Has your installation of your product been completed? _____

Date Received: _____ (YY/MM/DD) Date Damaged item is noticed: _____ (YY/MM/DD)



JOB PO: (FIRST/LAST/PROJECT ID): _____

- 1) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
 Dimensions of damaged part: Height: _____ Width: _____ Length: _____
 Notes: _____
- 2) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
 Dimensions of damaged part: Height: _____ Width: _____ Length: _____
 Notes: _____
- 3) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
 Dimensions of damaged part: Height: _____ Width: _____ Length: _____
 Notes: _____



- 4) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 5) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 6) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 7) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 8) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 9) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____
- 10) Part Manufacture Code: (34SHFF, 34PNLF etc.) _____ Qty: _____ Color: _____
Dimensions of damaged part: Height: _____ Width: _____ Length: _____
Notes: _____

IMPORTANT NOTICE:

Our warranty will be considered void for any parts that have been altered after delivery IE: hinge drilling, handle drilling, cutting, installation, etc.

For minor chipping, please reference our “Product Chipping Identification and Procedures” under Policies/Forms to what is allowable. Touch-up sticks are available for purchase to repair minor chipping.

Should you require further assistance please email us at: Support@PerfectFitCanada.com