



# CUSTOMER CONCERN FORM – MISSING

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

Company Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Shipping Address: \_\_\_\_\_ Phone: \_\_\_\_\_

**\*Please send pictures of the pallet packaging if it has been opened prior to receiving**

### PACKAGING CONDITIONS:

Did you notice any visible damage to the packaging? \_\_\_\_\_

Are there signs that the packaging was previously opened before delivery? \_\_\_\_\_

Has your installation of your product been completed? \_\_\_\_\_

Date Received: \_\_\_\_\_ (YY/MM/DD) Date Missing item is noticed: \_\_\_\_\_ (YY/MM/DD)

### ORDER DETAILS

Order ID 371



615 / ( Jamie McClellon ) / Front Entry Closet / 2023-05-31 11:40:04 /

Bill To	Ship To	Details
Canada PO Dealer		Order ID 371
CA		Sub Total Price \$2,900.52 CAN
Phone:	Phone:	Tax (5%) \$145.03 CAN
		Freight Created at 2023-05-31 11:40:16
		Total Price \$3,045.55 CAN

Client Name	Design ID	Designer	Price
Jamie McClellon	Front Entry Closet		\$488.29 CAN
Jamie McClellon	Back Bathroom Closet		\$966.11 CAN
Jamie McClellon	McClellon Laundry		\$901.29 CAN
Jamie McClellon	McClellon Pantry		\$544.02 CAN

Color	Max. Code	Desc	Qty	Depth	Height	Width	Length	Thick	Supplier
TTL1W	34PNLF	Panel (Right)	1	406.4	596.0			19.0	CAN MFG
TTL1W	34PNLL	Panel (Left)	1	406.4	596.0			19.0	CAN MFG
TTL1W	34PSLR	Panel (Right)	1	406.4	596.0			19.0	CAN MFG
TTL1W	34S0FA	Shelf Adjustable	1	406.4		638.2		19.0	CAN MFG
TTL1W	34S0FA	Shelf Adjustable	2	406.4		638.3		19.0	CAN MFG
TTL1W	34S0FF	Shelf Panel 1 (Top)	2	406.4		638.3		19.0	CAN MFG
TTL1W	34S0FF	Shelf Panel 2 (Top)	4	355.6		638.2		19.0	CAN MFG
TTL1W	34S0FF	Shelf Panel 1 (Top)	2	406.4		638.2		19.0	CAN MFG
TTL1W	34MPSLF	Wall Panel 1	1	355.6	564.0			19.0	CAN MFG
TTL1W	34MPSLL	Wall Panel (Left)	1	355.6	564.0			19.0	CAN MFG

### CROSS REFERENCE:

Use the "Order Confirmation Form" to verify actual quantities. This form can be obtained from the Designer that placed the order. We use a three step Quality Control process before sending out products, so please double check the order onsite.

JOB PO: (FIRST/LAST/PROJECT ID): \_\_\_\_\_

1) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_

Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_

Notes: \_\_\_\_\_

2) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_

Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_

Notes: \_\_\_\_\_

- 3) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 4) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 5) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 6) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 7) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 8) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing part: Height: \_\_\_\_\_ Width: \_\_\_\_\_ Length: \_\_\_\_\_  
 Notes: \_\_\_\_\_
- 9) Part Manufacture Code: (34SHFF, 34PNLF etc.) \_\_\_\_\_ Qty: \_\_\_\_\_ Color: \_\_\_\_\_  
 Dimensions of missing 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](mailto:Support@PerfectFitCanada.com)