



# Claim Form

Please complete form and Fax to: (510) 849-1795

Your Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Store Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State Zip Code: \_\_\_\_\_

Invoice #: \_\_\_\_\_

Date order was received: \_\_\_\_\_

Number of Cartons: \_\_\_\_\_

Date damage was discovered: \_\_\_\_\_

Tracking Id # for the carton where the damage was found: \_\_\_\_\_

This 18 digit number is required by the Carrier for the claim to be processed. Carrier will pick up carton with damaged pieces and all packaging material within 5 business days. You must keep carton and be able to provide this # or the claim will be denied by the carrier.

SKILLED ARTISANS CREATE OUR PRODUCTS. BY THE VERY NATURE OF THEIR HANDMADE QUALITY AND MANUFACTURING PROCESS, ALL PIECES MAY VARY SLIGHTLY OR HAVE SLIGHT IMPERFECTIONS AND SHOULD NOT BE CONSIDERED DEFECTIVE. **SUCH ITEMS, IF RETURNED, WILL BE CONSIDERED "RETURNS" AND WILL INCUR A 25% RE-STOCKING FEE.**

ITEM #	QTY.	DESCRIPTION	PROBLEM

### IMPORTANT:

- Please check that you have fully completed this form.
- All claims must be made in writing within 5 days of receipt of merchandise.
- **Magenta, Inc.** will process the claim for you with the Carrier, and notify you of the credit/replacement procedure.
- Please allow 10 business days for your claim to be processed.