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 **DAMAGE FAULT DISCREPANCY CLAIM FORM**

 Claim Date:

 Business Name:

 Invoice/Order Number:

 Contact:

 Phone: Fax:

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| --- | --- | --- | --- | --- |
| Order/Invoice No. | Item No. | Quantity | Description | Damage/Defect |
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**Damage, Faulty, and Return Policy**

 **Reporting Issues:**

* Claims for damaged or faulty products, as well as order discrepancies, must be reported within 10 business days of delivery.

 **Claim Process:**

* Customers need to complete the “Damage, Faulty, and Discrepancy Form” and email it to info@claren.com.au, including proof photos as attachments.
* Once the claim is assessed and approved, a credit note will be issued and applied to the next invoice. If no further orders are placed, a refund will be processed.
* Claims for change of mind or incorrectly ordered items will not be accepted.
* In exceptional cases where a product return is authorized, the customer will bear the shipping cost, and a 10% restocking fee may apply. All returned items must be in their original packaging.

 **Processing Time:**

* Claims may take up to 10 business days to process. Customers will receive a confirmation email upon receipt and finalization of the claim.

**By adhering to the terms and conditions outlined above, we can ensure a smooth and efficient handling of your requests.**