



CLAREN AUSTRALIA

DAMAGE FAULT DISCREPANCY CLAIM FORM

Claim Date: _____

Business Name: _____

Invoice/Order Number: _____

Contact: _____

Phone: _____ Fax: _____

Order/Invoice No.	Item No.	Quantity	Description	Damage/Defect

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.