



## CLAIM FORM

Please either print and scan or fill out this form and save it to send to us.

Account Name:		Today's Date:	
Contact Name:		Phone #:	
Invoice #:		Invoice Date:	

Item #	Product Name	Qty Damaged	Detailed Description of Problem

\*Please use the 2<sup>nd</sup> page of form if you need more room

### Terms & Policies

**All claims must be made within 10 days** of receipt of shipment. Please check your order immediately upon receipt. To report a claim: call 800-681-3040 ext. 3 or email: [claims@regalgift.com](mailto:claims@regalgift.com)

**Damages in Shipment:** You must write 'DAMAGED' when signing for a shipment. Retain the damaged items and the interior and exterior packing cartons for inspection by the carrier who may require this verification for processing the claim. **Please fill out this form and send along with photos to [claims@regalgift.com](mailto:claims@regalgift.com) and our customer service department will help in processing the damage claim with the carrier.**

**Defective or damaged product, shortages or incorrect items sent:** Regal Art & Gift merchandise is handcrafted so there will naturally be some variations in color, texture and finish, as well as slight irregularities. These are not considered flaws or defects. If, however there is clearly a manufacturer's defect or damaged part, Regal stands behind the quality of all our products and **will issue merchandise credits or replacements upon submission of photo proof.**

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