



# Damage Claim

## 10 DAY DAMAGE CLAIM LIMIT

Dear Customer:

Thank you for ordering your lighting from Studio Steel. We have implemented significant quality control procedures to ensure your order is carefully packed and shipped complete. Enclosed you will find a packing slip. Please make sure you remove all items checked on this list.

(Note: screws are taped to the cardboard flap; canopy is bubble wrapped and packed in loose filling.)

In the unlikely event that an item is damaged upon receipt, or missing during shipment, you must call us at [860-868-7305](tel:860-868-7305) within 10 days of receiving your shipment. Claims made after the 10<sup>th</sup> day may be denied. This policy helps ensure claims with the freight carriers are accepted and processed as quickly as possible.

## IMPORTANT

While nearly all of our freight shipments are delivered without a hitch, there are specific requirements for resolving the few problems that do occur. To satisfy these requirements, please follow these steps:

1. Upon delivery examine all sides of each carton for visible signs of damage.
2. If any damage is found, note this on the bill of lading or delivery receipt before signing. Identifying these signs will enable us to expedite the resolution, should problems occur.
3. If your merchandise is damaged, it is very important that you save all packaging materials and cartons, and leave all of the items in the same condition as they were received.
4. Immediately call our office at [860-868-7305](tel:860-868-7305) to coordinate pick up and replacement of the damaged merchandise.
5. In the event you discover damage to the fixture only visible after you open the box, please contact us similarly.
6. Take a digital photo, if possible, of any damage and e-mail us the photos at: [customerservice@studiosteel.com](mailto:customerservice@studiosteel.com)

Enjoy your purchase. We look forward to serving you in the future.