



BRANCH
HOME

HOW TO FILE A CLAIM FOR DAMAGED OR FAULTY PRODUCT

- 1) Please ensure that all fields are completed in full. Missing information may delay the outcome of your claim.
- 2) One claim form should be completed per SKU. For example:
 - a. 10 x SKU A should be on the same form.
 - b. 1 x SKU A and 1 x SKU B should be on separate forms.
- 3) Please give a clear description of each incident, area of damage, and how it happened.
- 4) It is a condition of our claims process that claims are reported to us as soon as possible after they have taken place. Any delay may affect the outcome of your claim.
- 5) Claims will be responded to within 48hrs initially and then any resolutions will be communicated regularly until all parties are satisfied.

GENERAL INFORMATION

COMPANY NAME		CLAIM DATE	
ITEM NAME			
BH ITEM CODE		P.O. NUMBER	
P.O. QUANTITY		DEFECTIVE QUANTITY	
SALES CONFIRMATION NUMBER		DATE ITEM RECEIVED	
DATE INSPECTED		PERSON WHO CONDUCTED INSPECTION	
CONTACT NAME		IS ORIGINAL PACKAGING AVAILABLE	
CONTACT EMAIL		CONTACT PHONE	
LOCATION OF ITEMS			



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INSPECTION DETAILS OF DAMAGE

COMMENT 1	
COMMENT 2	
COMMENT 3	
COMMENT 4	

PHOTOS

Please take care to ensure that all relevant photo requirements are fulfilled for your claim to be assessed promptly. These guidelines are in place so that all aspects are considered and to prevent the need for repeated inspections to obtain additional photos for clarification.

The following images should be the bare minimum provided with any claim and are a mandatory requirement.

- Front elevation of the whole item
- Packaging condition
- QC sticker
- Relevant elevation of whole item indicating the location of the damage / fault. For example, if you have damaged color on a cabinet, take a picture which includes the entire door as well as the damage.
- Close up of the damage / fault.
- Close up of the damage / fault with a point of reference for scale (tape measure is preferable but a pen or a coin would also be okay)

Images that are out of focus, partially obscured, too dark, too light or from too far away will all prevent the claim from being reviewed promptly. The use of the flash should also be considered with regards to the effect it has on the clarity and realism of the issue. If in doubt, take photos with and without the flash on. It is best to ensure that the photos provided are fit for the purpose of an efficient claim review and provide sufficient detail and information for Branch Home to make an informed decision regarding the correct resolution. Please insert photos below and provide as many additional photos as possible and necessary.



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1 FRONT ELEVATION – WHOLE ITEM	2 PACKAGING
3 QC STICKER	4 ELEVATION – INDICATING LOCATION OF ISSUE



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1	FRONT ELEVATION – WHOLE ITEM	2	PACKAGING
3	QC STICKER	4	ELEVATION – INDICATING LOCATION OF ISSUE

RESOLUTION TYPE

INTERNAL USE ONLY



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NOTIFICATION ONLY – NO ACTION REQUIRED		REPAIR REQUEST	
REPLACEMENT PARTS		FREIGHT DAMAGE	
REPLACEMENT ITEM			

Internal Notes from Branch Home:

Comment #1	
Comment #2	
Comment #3	
Comment #4	
Claims Personnel Handling	
Date Received from Client	
Final Decision on Claim	

Claims Terms and Conditions:

CARRIER DAMAGES: Claims for damage to products that do not arise from defects in material or workmanship are the responsibility of the carrier. If the shipment arrives with visible exterior damage (crushed box, broken crate, moisture, etc.) note the damage in writing on the carrier's delivery receipt before you sign for the shipment and release the delivery driver. A claim for shipping damages will not be accepted by BH unless the damage is noted on the carrier's delivery receipt. Within (5) business days of receipt, you must (a) unpack and thoroughly inspect shipment for damaged items, (b) SAVE ALL PACKAGING UNTIL CLAIM IS RESOLVED and (c) email reilly@branchhomedesigns.com or call 336-804-4252 to report damaged items and to receive a return authorization number (RA#). We will, at our option, repair or replace the item, or provide you with a credit. If damaged item(s) are to be replaced or credited, the items must be returned prior to shipment of a replacement or authorization of credit. For all returned products, only use the shipping documents provided by BH. Shipping reimbursement will not be made for use of non-authorized shipments. All returns must be properly packaged with original packaging (unless otherwise instructed), clearly labeled with correct RA# and scheduled for pickup within (5) business days of receipt of shipping documents. Any negligence on the customer's part related to packaging of the product being returned will be billed back to the customer. Branch Home will not be responsible for any shipping damage that occurs when using a third-party carrier.

Repairs: Any local repairs to damaged or defective product must be approved by Mr. Brown London in writing before any repair work begins. Any repair made without this approval will be denied.



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RETURNS: It is within our sole discretion as to whether to accept returns of merchandise. Items returned without our prior authorization will be refused. Returned items must be in their original condition and original or equally proper packaging, and you shall prepay and be liable for all charges in connection with the shipping of returned goods, including insurance. A 25% restocking fee will be applied to all approved returns that are not defective.