

CLAIM FORM

To file a claim with Global Views/Studio A:

1. Keep packing materials and cartons for a return.
2. Please inform Global Views by email or by fax within five (5) calendar days of receipt of merchandise.
3. Within two (2) business days we will send you details regarding the disposition of the merchandise below.

(* Field Required)

Step 1: Complete the following information and submit it to customerservice@globalviews.com or fax us at 214-956-0031.

*Date: _____

*Customer ID / Customer Name: _____

*Billing Address: _____

*City/State/Zip: _____

*Invoice / Sales order: _____ Cust PO#: _____

*Phone #: _____ Contact Name: _____

* Email Address: _____

Pick Up Hrs: _____

of Cartons and Dimensions: _____

If you would like a replacement, please provide us with ship to address below (only if different from original order.)

Name: _____

Address: _____

City/State/Zip: _____

Phone: _____

Step 2: Briefly describe the condition of the product(s.) If necessary, continue into the notes fields below:

*Item Number	*Item Description	*Qty	*Description of Damage	*Replacement / Credit
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Step 3: Please include photos of damaged product to help us determine the appropriate actions for us to take.

The natural beauty of handmade products includes some variations in finish, color and design. All efforts have been made to ensure that your packages will arrive safely but damages do sometimes occur. Liability for In-transit Damage is the responsibility of Carrier, but claim procedures MUST be initiated by you, the recipient. **RECONSIGNED OR REFUSED SHIPMENTS:** The customer is responsible for all freight charges on reconsigned shipments. All refused shipments are subject to a 25% restocking charge and freight charges both ways.