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Dear Valued Customer,

14th March 2022

We have recently updated our Damaged and Missing Goods processes to give you more clarity going forward on what you need to do to let us know of any requests going forward.

By implementing new clearer processes, should damages arise on receipt or if anything has been missed by mistake this will ensure we can process any claims as quickly as possible.

Our full Terms and Conditions of Sales of Goods are available through our website and can be found at <https://www.viceni.com/pages/terms-and-conditions>

Damaged Goods and Missing Goods

To better help yourselves when damages do arise, we are implementing a new reporting process. This will ensure your enquiry is dealt with in a timely manner.

In conjunction with the T&C's of Sale, please complete the 'Damaged Goods Claim Form' below and email this to cs@viceni.com along with the requested information. Please inform us of receipt of damaged and / or missing goods within *five working days* of delivery. After this period, we will be unable to process your claim. All claims must be accompanied by images of the damaged goods. Please note where missing goods are concerned an investigation is undertaken by our warehouse of the dispatch logs including a stock check of physical inventory.

There is no longer any need to contact your Sales Representative concerning these issues and they should be submitted to Customer Service on the email address above.

Claims under warranty (Unity, Fox & Simpson and NeXtime Brands)

When you have received a claim from a customer in line with the warranty we will need you to receive the product back from the customer for assessment. This is to ensure it is a legitimate claim and the product has not been treated poorly invalidating the warranty. We require you to test the product and complete our claim form with the addition of the following details to allow us to process the claim.

We do not need the product to be returned to ourselves if you follow this process. There is no longer any need to contact your Sales Representative concerning these issues and they should be submitted to Customer Service on the email address above.

Please include the following with your completed form.

- Photos of the faulty product outlining the fault and the test carried out to replicate the fault – this will allow us to identify the product;
- Proof of Purchase by customer (This could include a receipt or invoice. Please *exclude* any personal details) – this will ensure the claim is within the warranty period.



Damaged / Missing Goods Claim Form

Company Name:	
Invoice Number:	
Date of receipt:	

SKU Code:	
Description of Goods:	
Quantity:	
Description of Damage:	
Image attached?	

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Description of Goods:	
Quantity:	
Description of Damage:	
Image attached?	

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