**ToyHouse LLC** 

**PO Box 443**

**Mystic, CT. 06355**

**Office: 860.400.5607**

[info@toyhousellc.com](mailto:info@toyhousellc.com)

# SHIPMENT LOSS & DAMAGE CLAIM

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| --- | --- | --- |
| Claimant Name (Payable to): | Date Shipment Delivered: | Date Claim Prepared: |
| Mailing Address: | Order Number: | Claim Type:  Shortage Damage |
| City, State, Zip: | Contact Name: | Contact E-mail Address: |
| Remit to address (if different than above): | | Contact Phone Number: |

**DETAILED STATEMENT SHOWING HOW AMOUNT OF CLAIM IS DETERMINED**

|  |  |  |  |
| --- | --- | --- | --- |
| Quantity | Part #/Description | Price Per Item | Extended Total |
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|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |
|  |  | **Total Amount Claimed** |  |

***DOCUMENTS REQUIRED IN SUPPORT OF YOUR CLAIM***

* Copy of packing slip
* 6 photos needed to be emailed to [info@toyhousellc.com](mailto:info@toyhousellc.com)
  + A photo of the damaged LEGO item(s)
  + A photo showing the damaged LEGO item(s), inside the original box, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box)
  + A photo of the packaging material used inside the box (e.g. bubble wrap, Styrofoam peanuts, cardboard dividers, etc.)
  + A close-up photo of the shipping label with tracking number (please zoom in enough to read the tracking number, which usually begins with 1Z)
  + Two photos displaying all six sides of the package (One photo should display the top and two sides. The second photo should display the bottom and the opposite sides.)

## NOTE:

Submit all Claims to ToyHouse LLC customer service at [info@toyhousellc.com](mailto:info@toyhousellc.com)

To expedite the handling of your claim, please include the above-mentioned documents as your claim **WILL NOT BE PROCESSED** until properly supported. **Retain all damaged goods until the claim is concluded**.

## All claims must be filed no more than 30 days from date of delivery.

**CLAIMS FILED AFTER THIS PERIOD WILL NOT BE ACCEPTED**