

DAMAGE REPORT PROCEDURE

In the unlikely event that your furniture arrives damaged, or develops a problem during use, please notify your sales contact by submitting the information detailed below. IMPORTANT: Please submit this information to your original point of purchase.

1. PRODUCT DETAILS

- Product code (also referred to as 'model number' or 'model code')
- Product serial number - You will find this code in a discreet location on the product, such as the underside of panels or leg frames.
- Order number/PO number - This number tends to be located at the top of the order form.

2. RECEIPT DETAILS

- Indicate the date that the item arrived at the delivery address.
- Indicate the date that the product was removed from the packaging.
- Please indicate if the item arrived in a wooden crate or cardboard and describe the type and location of any damage to the packaging.

3. GOOD QUALITY PHOTOGRAPHS

It is extremely important to send good quality photographs at the full resolution a smartphone provides. Provide a minimum of 3-5 good quality images, depending on the extent of the issue, of the following:

1) PACKAGING

Photos of the product packaging if there are any obvious signs that it has suffered an impact or scrape of some description.

2) CLOSE-UP SHOTS

Photos zoomed into the damage points on the product with an object next to the damage to indicate scale. This could be a coin or strip of masking tape for non-flat surfaces. This will help us to better understand the extent of the damage, while the object also gives the smartphone something to focus on more easily.

3) MEDIUM DISTANCE PHOTOS WITH OBJECT TO INDICATE SCALE

Medium distance photos with the object remaining in place next to the damage so we can understand the precise location of the damage on the overall product.

4) WIDE SHOT OF THE PRODUCT IN THE ROOM SETTING

Photos showing the product within the room setting.

5) VIDEO TO INDICATE SOUND OR MOVEMENT

Supporting video if you need to demonstrate a movement or noise-related fault.

4. DAMAGE DESCRIPTION

Provide a detailed written description of the damage or issue with the product including location (Example: left or right leg, on or under tabletop, etc)

Please submit all information above to your original point of purchase. This will allow the issue raised to be expediently and effectively addressed. Failure to do so will delay the resolution of the case.

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