



## Drop Shop Claims

*All Drop Ship sales are final | Refunds for Change of Mind returns cannot be processed*

- If an item is found to be damaged or faulty the Retail Location may submit a claim to our Customer Service team by emailing a photo of the damaged or faulty product with the Drop Ship PO number and reason for the refund
- Drop Ship claims must be made by email
- Claims must be made within 30 days of the shipments tracking number delivery date
- Claims MUST be submitted by the Retail Location
- Please note that if end consumer calls with a claim they will be asked to contact the Retailer they purchased from for the claim to be processed
- Claims will be handled on a case-by-case basis