

# JULIAN CHICHESTER

## PRODUCT CLAIM FORM

Thank you for specifying our products; we appreciate your business. We are proud of the quality we offer and will work to resolve any valid claim. All products offered by Julian Chichester are handcrafted by artisans from natural materials and as such, small irregularities in dimensions, surfaces and finishes are inherent in the craftsmanship and should not be considered defects. Slight variations in finishes, tone and texture are not considered defects as it is not uncommon for each piece to be subtly different from the next. The actual items may vary in color and texture from the images within our showrooms, catalogs and website. Finish Samples are for reference only and cannot be used against the delivered item for exact color match. These variations within our products are not grounds for filing a claim.

However, if you would like to return a product for any reason, you may do so. There is a 25% re-stocking fee that will apply to your return, in addition to the packing and shipping charges required to return the item to our NC warehouse. No action will take place regarding your account until the item is received and deemed to be in the same condition as when it left our warehouse originally.

For items that have a clear product defect, or to file a freight claim for visible or concealed damage, please complete the following information and submit this form to: **customerservice@julianchichesterusa.com**  
Please note that we will only work directly with the firm that placed the order and not the end-user when concerning freight claims and damage claims. **All shipping damage claims must be supported by writing the damage description on the shipper's delivery receipt at the time of delivery. It is the purchaser's responsibility to properly package authorized returns to prevent damage.**

Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Date product was received: \_\_\_\_\_

JC order number: \_\_\_\_\_ Designer PO number: \_\_\_\_\_

Contact phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Additional contact phone number: \_\_\_\_\_ Email: \_\_\_\_\_

### ALL INFORMATION REQUESTED BELOW IS REQUIRED PRIOR TO PROCESSING YOUR CLAIM

Item Name	Qty	Description of Damage
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Please attach photos of all damage from multiple angles to help us determine the appropriate action to take regarding your claim.**

Send all information to **customerservice@julianchichesterusa.com** or contact us at **336-886-8308**.

**Claims for damaged or defective product must be made within 5 days of receipt.** Julian Chichester is not responsible for any shipping damages unless clearly noted on the shipper's Bill of Lading. All claims for defective products must be made within 5 days of delivery.

**Damaged or defective products being returned** to Julian Chichester must be packaged in their original or equally proper packaging. A Return Authorization (RA) number must be issued by Julian Chichester and must be visible on the return shipment.

**Any returned product received without an RA number** will not be credited or accepted.

**International Shipments:** Julian Chichester ships to a domestic freight forwarders only. In replacing a defective product, Julian Chichester will pay for shipping charges if liable to and from the domestic freight forwarder only. Julian Chichester is not responsible for additional customs or international shipping charges.

**Receiving Services:** Julian Chichester is not responsible for any fees incurred by receiving services in any circumstances. It is the customer's responsibility to inform receiving warehouses of Julian Chichester's terms and conditions.