



## Damage or Shortage Claim Form

Date of Claim: \_\_\_\_\_  
 Number of pages including cover sheet \_\_\_\_\_

\*PO#: \_\_\_\_\_ \*Ship to Company: \_\_\_\_\_

---

\*Invoice#: \_\_\_\_\_ \*Address: \_\_\_\_\_

---

\*Carrier: \_\_\_\_\_ \*Tel #: \_\_\_\_\_ \*Attn: \_\_\_\_\_

\* Required Fields

**\*You may not qualify this claim if you choose shipping method of freight collect or 3<sup>rd</sup> party collect.  
 \* If any Proof of Delivery available, please fax it with this request form.**

Please fill the damaged/shortage items below:

Item#	Reason of Claim	Quantity (case, dz or pcs)

### Policy for Damage or loss / shortage

You should thoroughly inspect the entire shipment and immediately notify the carrier of any shortage or damage. If damage or loss occurred during the receipt of shipment, you must reject the shipment and document the damage with a report and photograph. Send both to the shipping company and to us. We may be able to assist in filing a claim of damage and loss; however, you must file your claim directly to the shipping company within 7 days.

If concealed damages are not marked on the Proof of Delivery, you must report this to the carrier within 7 days, and submit a damage claim to us by downloading a damage claim form within 3 days of receipt. Damaged products are subject to inspection at our discretion. Note: you may not qualify for the claim if you choose freight, collect, or 3<sup>rd</sup> party collect.

If the shortage happened after delivery, you must submit a claim for shortage to us by downloading a shortage claim form from our Web site within 5 days of delivery. We reserve the right to choose to issue either a credit or ship a replacement for any shortage valued less than \$100.

**Fill in by Dauerhaft Dinnerware Claim Department:**

Dauerhaft Dinnerware Inspection Result:    Shortage             Damage

A return authorization (RA) number \_\_\_\_\_

Authorization Issued Date: \_\_\_\_\_                      Signature: \_\_\_\_\_

659 Montrose Ave South Plainfield, NJ 07080

Customer Service: (908) 444-8911    Fax: (908) 941-5131    www.dauerhaftdinnerware.com