

CLAIM PROCEDURE

- Please write out your description and comments in the space provided below. Provide a detailed statement describing the damage and where (i.e., Acrylic, Frame, Lattice, and / or Wrapping). Use a separate sheet if necessary.
- Please specify if shipment arrived damaged and the unit number of damaged door(s), if applicable.
- Pictures of damaged goods and damaged packaging **MUST** be submitted with each damage claim.
- E-mail is the preferred method for filing a claim, mailing is the next best method and fax is acceptable.
- Please include a copy of the bill of lading.
- This claim must be submitted within **ONE WEEK** of receipt of the product.
- Incomplete submittals will not be processed.

INFORMATION

Name: _____	Company Name: _____
Address: _____	Title / Position: _____
Phone: _____	City, State, Zip: _____
E-mail: _____	Fax: _____

Job Name: _____	
Job Number: _____	
Date Received: _____	Did the door(s) arrive damaged? <input type="checkbox"/> YES <input type="checkbox"/> NO
Date damaged discovered: _____	Was the door(s) damaged during installation? <input type="checkbox"/> YES <input type="checkbox"/> NO
Quantity of damaged items: _____	Did you attach an extra description / comment page? <input type="checkbox"/> YES <input type="checkbox"/> NO
Consignee Name: _____ (person who signed for door(s))	
Who discovered the damage? _____	
How will you be sending the pictures? _____	

DESCRIPTION / COMMENTS

E - MAIL TO:

claims@raydoor.com

MAIL TO:

RAYDOOR, Inc
134 West 29th St
Suite 909
New York, NY 10001

FAX TO:

646.349.1856

Signature _____

Print Name _____

