

Texas Legacy Brands Damaged/Incorrect Shipment Claim Form

Please complete the form below to process your request. Incorrect or incomplete information will delay your request. If damage occurs during shipping, you must IMMEDIATELY contact the freight carrier directly and notify Texas Legacy Brands, in writing by sending this form via email or fax. All damage must be noted on motor freight bills when signed at time of delivery and keep all packing material and the box the merchandise was shipped in for inspection; failure to do so will result in a rejected claim.

If you have received the wrong item, quantity, or you believe a product is defective, you must complete this claim form & send via email or fax to our customer service department within 48 hours of receiving shipment.

A Texas Legacy Brands representative will contact you with instructions for this claim.

GENERAL INFORMATION

COMPANY:		SHIP TO:	
CONTACT(full name/dept):		CONTACT(full name/dept):	
ADDRESS:		ADDRESS:	
CITY/STATE/ZIP:		CITY/STATE/ZIP:	
PHONE:		PHONE:	
FAX:			
EMAIL:		ITEM IN ORIGINAL PACKAGING?	
SUBMITTED BY:		USED PRODUCT?	
RECEIVED DATE:		HAVE YOU TROUBLESHOOTED	
PO#:		ITEMS NOT WORKING?	
TRACKING:		HOW LONG HAVE ITEMS BEEN AN	
TLB INVOICE#:		ISSUE?	

SPECIFIC CASE INFORMATION

PROBLEM (Please state as thoroughly as possible):

***Please note: For damaged shipments, the customer must keep product and all shipping materials including box & packing materials until directed by carrier.

REASON FOR RETURN

Incorrect Item/Quantity

Damaged in Shipping

Defective

Other (please explain)

ITEM #	ITEM Description/Box Condition	# ORDERED	# Damaged/Incorrect	TOTAL COST	REPLACE (Y/N)

ADDITIONAL COMMENTS/REQUESTS *** Note damaged/missing/incorrect/defective item information here please. ***

SECTION FOR TEXAS LEGACY BRANDS STAFF

APPROVED BY:			
DATE:			
ITEM CONDITION:			
ACTION TAKEN:			
RA#:		INVOICE COPY/DOCS:	
CALL TAG#:		RESALABLE/RTS?	
TRACKING:		RESOLVED?	

TEXAS LEGACY BRANDS NOTES

Please refer to the Support section to review complete information regarding Ordering & Shipping, Returns & Warranty & Store Policy of www.texaslegacybrands.com & Texas Legacy Brands.