

# Orlandi - Claim Form

In order to file a claim with Orlandi, you **must** retain all cartons and packing materials. Orlandi's customer service department **must** be notified within 10 calendar days of receipt of merchandise at 773-489-0303.

At that time you will be instructed in regards to the disposition of packing materials and the completion of our claim form below.

Company Name: \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Phone#: \_\_\_\_\_

Customer# \_\_\_\_\_ Contact Name \_\_\_\_\_ # of Cartons Received \_\_\_\_\_

Date Order Received \_\_\_\_\_ Invoice or Sales Order# \_\_\_\_\_ # of Boxes to be Returned \_\_\_\_\_

Itemized explanation of the problem:

Item # \_\_\_\_\_ Problem \_\_\_\_\_  
(check one) Credit \_\_\_\_ Refund \_\_\_\_ Replace \_\_\_\_.

Item # \_\_\_\_\_ Problem \_\_\_\_\_  
(check one) Credit \_\_\_\_ Refund \_\_\_\_ Replace \_\_\_\_.

Item # \_\_\_\_\_ Problem \_\_\_\_\_  
(check one) Credit \_\_\_\_ Refund \_\_\_\_ Replace \_\_\_\_.

Item # \_\_\_\_\_ Problem \_\_\_\_\_  
(check one) Credit \_\_\_\_ Refund \_\_\_\_ Replace \_\_\_\_.

Item # \_\_\_\_\_ Problem \_\_\_\_\_  
(check one) Credit \_\_\_\_ Refund \_\_\_\_ Replace \_\_\_\_.

**No returns, deductions, chargebacks, adjustments, etc., will be accepted by Orlandi without authorization.**

Please accept any variations in finish, color, design, etc., as the natural beauty of the handmade products is of utmost importance. All efforts have been made to ensure that your packages will arrive safely, however, damages do occur at times.

Liability for in-transit damage is the responsibility of the shipper, but claim procedures must be initiated by you, the recipient. Keep the broken item and appropriate packing materials in the original carton. With the shipping label in hand call your local shipper to report all damages **within 10 days** of receipt of goods. Orlandi will file the damage claims for you.

1801 North Central Park Avenue Chicago, IL 60647 Tel: 773.489.0303 Fax: 773.489.2159  
Email: [info@orlandicollections.com](mailto:info@orlandicollections.com) Web: [www.orlandicollections.com](http://www.orlandicollections.com)