

Loss or Damage Form:



Please complete as much of this form as possible, providing accurate details, measurements and photos if possible and return to christopher@firedupkilns.com.au as your earliest convenience.

Fired Up Kilns checks for damage and packs items securely prior to leaving our factory; however, things can happen especially in transit.

By providing accurate and timely information we have the best chance of resolving any issues to everyone's satisfaction.

PURCHASER DETAILS:

Full Name:		Mobile:	
Business Name:			
Address:			
Email Address:			

Please use same details as per your original order.

PRODUCTS OF CONCERN:

Date Purchased		Date Arrived:		Date Noted:	
Invoice Number:					
Product 1:					
Product 2:					
Product 3:					
Product 4:					

If more products are involved, please add in the comments section at the end of this form.

ISSUE:

Is it Damage?		Is something lost or missing?	
Do you know the cause?			
Where did it occur:			
Who 1 st Noticed it:			
Was it damaged on arrival or collection?			
Was a 3 rd party involved in collection?			
Any damage to packaging / crate?			
Was a shock or tilt indicator in use? If so was either activated?			
Is another Party responsibly?		Who?	
Was the damage transport related?			

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FIRED UP KILNS
and pottery supplies

EXPECTATIONS:

Please refer to the Fired Up Kilns [Terms & Conditions](#) & [Warranty](#) documents on the resources page of the Fired Up Kilns website.

Please indicate what you are expecting:

Repair

Replace

Refund

Please provide any other expectations you have so we can better address everyone's needs:

ANY OTHER DETAILS:

Please include any additional details below that may be helpful:

AUTHORISATION:

*Signature:

Name:

Date:

*Electronic or typed signatures permitted.

Please submit completed form to:
Email: christopher@firedupkilns.com.au

or

Text: 0473 748 870
www.firedupkilns.com.au