

## LOSS or DAMAGE CLAIM FORM

Please complete as much of this form as possible, providing details and photos if possible and return to [christopher@firedupkilns.com.au](mailto: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 <sup>st</sup> Noticed it:			
Was it damaged on arrival or collection?			
Was a 3 <sup>rd</sup> 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?			

**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 would prefer:

**Repair:****Replace:****Refund:**

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

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**ANY OTHER DETAILS:**

Please include any additional details below that may be helpful:

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**AUTHORISATION:**

*Signature:	
Name:	
Date:	

\*Electronic or typed signatures can be used when form is emailed.

Please submit completed form to:

[christopher@firedupkilns.com.au](mailto:christopher@firedupkilns.com.au)

Ph +61 (0) 473 748 870

[www.firedupkilns.com.au](http://www.firedupkilns.com.au)

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