

MADELI DAMAGE PROTOCOL

Madeli is committed to providing the highest quality products. We understand that occasionally, items may arrive damaged. Our policy is designed to be quick in resolving these issues, ensuring a smooth experience for our partners and customers. Adherence to the following procedure is critical for a timely resolution.

1. In the unlikely event that an item arrives damaged, it is the responsibility of the showroom consultant or territory representative to contact Madeli in a timely manner addressing the following submission guidelines. We also recommend that you **refuse delivery of noticeably damaged goods** received from Madeli's carrier and contact Madeli immediately for a solution.
2. **Collect All Required Information:** Before contacting support, ensure you have gathered the following essential details:
 - a. **Detailed Photos:** Showing the specific damage, as well as the condition of the external and internal packaging.
 - b. **Order Information:** The Madeli Order Number or PO associated with the shipment.
 - c. **Description of the issue:** A summary of how the damage was discovered, the circumstances of the incident, and the exact part or piece that is compromised.
3. **Submit via Email:** Once all information is gathered, email the Madeli Customer Service Team Agent for your territory. You must include your Regional Territory Sales Manager on the CC line of all damage communication to ensure full visibility and regional support.

Once the damage report is submitted, Madeli will promptly review the information and determine the best course of action. **Do not dispose of the product.**

- **Wait for Response:** The showroom or representative must wait for a formal response from Madeli's Customer Service Team regarding how we will resolve the issue and instructions for the original, damaged item. Madeli will reply to damage claims within 24-48 hours.
- **Original Item Handling:** Madeli will determine whether the original, damaged item needs to be returned, held, or disposed of. Do not discard or return the item until explicit instructions are received from our team.
- **Repair or Replacement Determination:** Madeli will evaluate the damage to determine if the product should be repaired or replaced and will provide specific instructions on the necessary next steps at that time.

Please note: Showrooms and representative teams must not authorize returns or promise replacements without Madeli's explicit involvement. Madeli is the primary authority and is best suited to problem-solve and determine the appropriate corrective action. Following these steps is essential to ensure that field decisions do not conflict with Madeli's technical assessment or warranty policies.

Our Promise: Madeli's policy is to make it right and get a resolution quickly. Following these steps ensures we can adhere to the proper procedure and process your replacement efficiently.