

**Damage Claims Policy**

Damage Claims Terms and Conditions Listed Below:

Damaged items must be reported within 10 days of the receipt of goods. (Reporting after this policy deadline may result in replacement part costs plus shipping being billed to you)**.**

Please list each item number, quantity, invoice number, and specific problem with the product along with your preference on replacing, crediting or discounting the item.

All items must also be photographed with all information noted above and emailed to [claims@crestviewcollection.com](mailto:claims@crestviewcollection.com) before your claim can be processed. If no pictures are received, your claim will be placed on hold until received.

Returns are not accepted without prior written approval. Unauthorized returns may be subject to a 15% restocking fee and may be refused and returned to the shipper.

Authorized returns should be returned in the original carton and packing.

If there is excessive damage to your shipment, please refuse the shipment and note the refusal on the Carrier’s Delivery Receipt.

Freight damages or shortages must be noted on the Carrier’s Delivery Receipt at the time of delivery so that any freight claims may also be filed.

Upon receiving your damage claim, you will be sent an automated response that your claim was received.

After a Claims Specialist reviews your claim, they will contact you via phone or e-mail.

We are sorry for the challenges you are facing with your shipment and we will try to resolve the claim together. Thank you for patience and your support!

Crestview Team