

Office & Showroom

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CLAIM FORM

One claim per invoice please. See back for return policy.

DATE _____ CUSTOMER ID _____
 STORE NAME _____ INVOICE # _____
 ADDRESS _____ INVOICE DATE _____
 CONTACT NAME _____
 PHONE _____ FAX _____ EMAIL _____

QTY	CAT #	DESCRIPTION	PROBLEM	COST	EXT	OFFICE USE ONLY			
						RTN YES/NO	ACTION	CREDIT AS	S/A

REPLACEMENTS ADDED TO BACK ORDER # _____ DATE PICK-UP ISSUED _____ RETURN AUTHORIZATION # _____
 RETURN SHIP VIA _____ CANPAR CALL TAGS 1) _____ CREDIT # _____
 DATE RETURNED _____ 2) _____ REMARKS _____
 # CARTONS _____ COST _____ 3) _____ DATE REP ADVISED TO PICK-UP _____



Return Policy / Shipment Discrepancies

It is the responsibility of the customer to verify the number of cartons and report any visible carton damage or missing cartons to the CARRIER at the time of signing for the goods.

Merchandise should be inspected immediately upon receipt of goods. Damages and short shipments must be reported in writing on a Christmas Tradition claim form, and e-mailed or faxed to Customer Service within seven business days of receiving the goods. More than one claim per invoice will not be approved.

Christmas Tradition reserves the right to request the return and/or inspection of damaged goods (photos may be requested) before issuing credit. Note: ALL RETURNS MUST BE AUTHORIZED BY CHRISTMAS TRADITION.

If merchandise is being returned and replacement merchandise is being sent out, the replacement merchandise will be shipped with a "charge" invoice, and a credit will be issued for the returned merchandise upon its arrival/inspection at Christmas Tradition.

Terms & conditions subject to change without notice.