Kaili International Pty Ltd

www.kailiaustralia.com

11 Epic Place, Villawood NSW 2163

Tel. (02) 9644 8665 or (02) 9644 6582 Fax. (02) 9644 8035

Email. info@kailiaustralia.com

DAMAGE CLAIM FORM

Rec'd Date: _____

Business Name: _____

Invoice Number: _____

Contact: _____ Fax# _____

Phone#:

IIEM#	QUANTIIY	DESCRIPTION	DAMAGE/DEFECT

Damages, claims and returns policy

- All claims for discrepancies and/or damages must be reported within 14 business days from receipt of shipment. No action will be taken if not reported within the period stated above.
- We kindly ask that you do not contact us with claims over the phone as this has proven to cause many errors in processing claims.
- Please send an email to info@kailiaustralia.com in addition to submitting this form and attach photos of damaged/faulty items. Include the invoice number of the order in the email.
- Claims submitted without accompanying photos will not be accepted unless a reasonable explanation is provided.
- Our preferred method is to issue a credit note to you once claims are approved. This credit will be applied onto your next invoice. If you don't want to order anything in the future then we will issue a refund.
- Please understand that refunds may take up to fourteen (14) business days to process.
- You may be required to return damaged / defective items. These should be in their original packaging and received condition without any labels and stickers. A 10% fee will be applied if items are not returned in original packaging.
- No returns will be accepted without authorization. A 10% restocking fee will be charged for all returns or refusals.