

EXPORT PRODUCT RETURN POLICY & CLAIM FORM

EXPORT RETURN POLICY & CONDITIONS

1. CUSTOMER & SHIPMENT DETAILS

CUSTOMER / IMPORTER NAME

COUNTRY OF DESTINATION

INVOICE NUMBER

INVOICE DATE

BILL OF LADING / AWB NUMBER

CONTACT PERSON

EMAIL ADDRESS

PHONE / FAX

2. REASON FOR CLAIM

- Damaged in Transit
- Manufacturing Defect
- Incorrect Item Shipped
- Shortage in Shipment
- Specification Non-Conformity
- Other (Specify in Description)

3. ITEMIZED PRODUCT RETURN LIST

No.	Item Number / SKU	Product Description	Lot / Batch No.	Qty Shipped	Qty Returned	Claim Value
1						
2						
3						
4						

4. DETAILED DESCRIPTION OF ISSUE & SUPPORTING EVIDENCE

PLEASE PROVIDE DETAILS OF NON-CONFORMITY, DAMAGE, OR DEFECT:

Required Supporting Documentation Checklist:

- Photos of external packaging (showing container/pallet condition)
- Photos of damaged or defective products showing batch numbers
- Copy of Commercial Invoice & Packing List
- Copy of Ocean Bill of Lading / Airway Bill
- Third-Party Survey Report (Required for claims exceeding established value limits)

CUSTOMER AUTHORIZED REPRESENTATIVE SIGNATURE

PRINT NAME

DATE

EXPORT DEPARTMENT INTERNAL USE ONLY

AUTHORIZED SIGNATURE

DATE/ STATUS
