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Merchandise Claim Form

Thank you for choosing The Pine Centre Limited!

If you have experienced a problem with your order, please complete this form in its entirety and submit to Customer Relations by email or fax.

Company Name:	Customer Number:	Date of Claim:
Contact Name:	Phone:	Email:

Instructions:

1. Please list all items that you are claiming. You must include a reason code and comments to ensure proper processing of your claim.
2. A return authorization number for the return of any merchandise is required.
 Merchandise returned without authorization may be subject to a restocking fee or may not be credited.
3. If you have damaged items, please submit images and save the original carton until we can determine if the carrier will need to perform an inspection.

Item #	Packing List #/ Invoice #.	Item Description	Qty	UOM Each / Set	Reason Code (see chart)	Comments:

Reason Codes:

01: Broken Glass	02: Broken Ceramic	03: Broken Hardware	04: Chipped
05: Cracked	06: Poorly Painted	07: Scratched	08: Did Not Order
09: Shortage	10: Overage	11: Poor Quality	12: Other