

If your order arrived damaged, the original box and packaging materials will be needed when we file a claim with the shipping carrier!

- **DO NOT discard anything. Keep all damaged items, internal packaging materials and the shipping box.**
- **DO NOT ship it back by yourself (keep it for the time being)**

Please take the following photos so that we can start the claim process

A) Photos of the box	B) Photos of internal packaging	C) Photos of damaged item
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See examples below.

Once photos are taken, please re-package the damaged item(s) as close to the original packaging as possible. If shipping carrier decides that a damage inspection is required, they may pick up/return the package for inspection when we file a claim at no cost to you. Claim process can take about 2 weeks, so please be prepared to hand it over to carrier's driver when they come to pick up the damaged shipment in the next 2 to 3 weeks.

A) Photos of the box

A-1) Front View of the box (showing shipping label)



A-2) Back side view of the box



A-3) View from the side

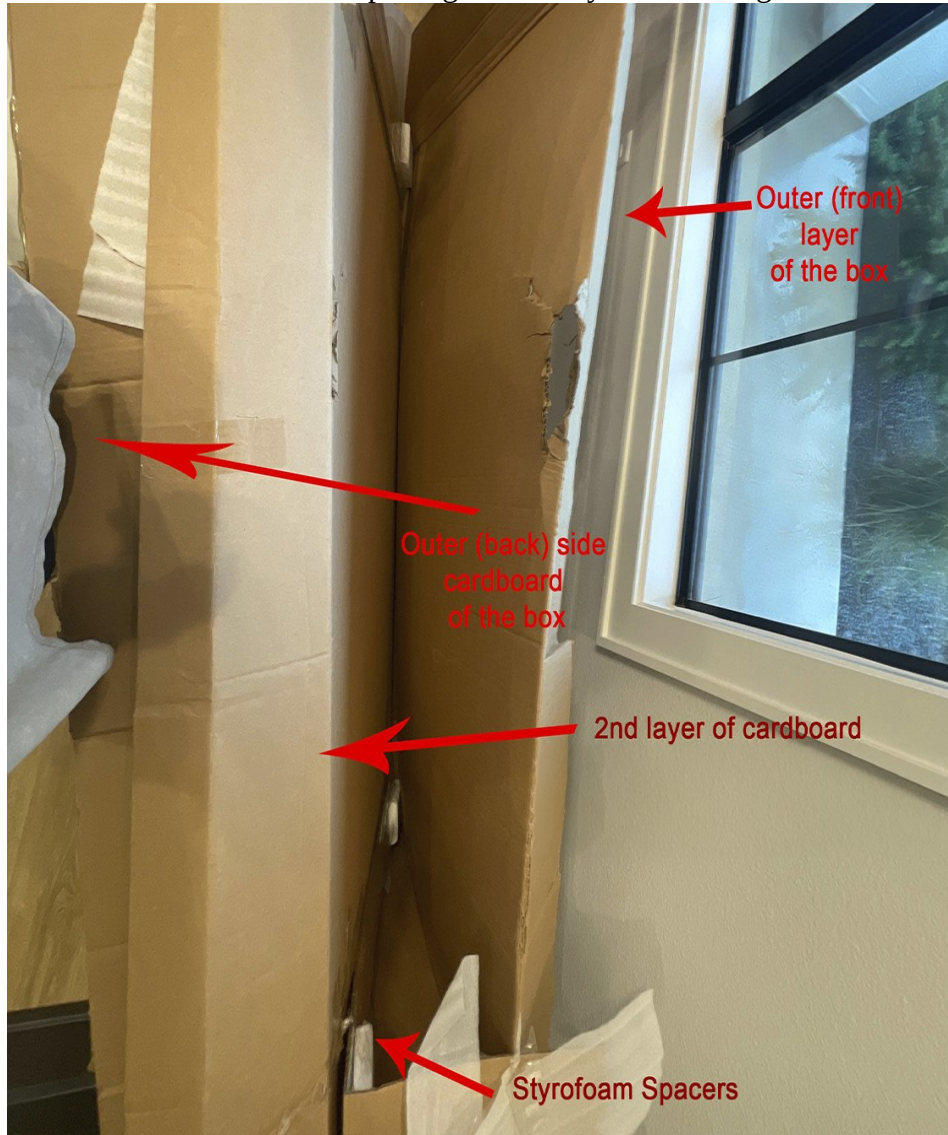


A-4) Box damage view (puncture, crushed corner, etc)



B) Photos of internal packaging

B-1) If your package was double cardboard wrapped please see example below. Take as many photos as necessary. (The idea is to show the items were packaged securely before being inserted in the box)



B-2) If your order was not double cardboard wrapped, a photo of the internal packaging materials used.



C) Photos of damaged item(s)

C-1) Front View (all damaged items)



C-2) Back View (all damaged items)



C-3) Close-up of damage (all damaged items) – Punctures, bent metal print, broken canvas frame, etc...

