



**SITMATIC®**

# Warranty & Freight Damage Claim Form

## Warranty Claim

Please complete this form, include a brief description of the damage (and/or defect), and e-mail it to [Warranty@sitmatic.com](mailto:Warranty@sitmatic.com).

Photos and videos are a huge help in determining what went wrong with your chair, please include as many as you need to tell the story.

**\*\*Please note that your warranty claim cannot be processed until we have all the information we need to proceed.\*\***

Tell us about the chair:

Sales Order Number	
Model Number	
Description of the warranty issue:	

Point of Contact, if different from the person receiving replacement/parts:

Company	
Point of Contact	
Telephone Number	
E-mail Address	

If replacements are to be shipped out, who is our Point of Contact? Where do we ship parts?

Company	
Point of Contact	
Address	
Telephone Number	
E-mail Address	
Sidemark or PO Number	
Labor Quote <i>(if applicable)</i>	

**\*\*Sitmatic will credit for actual and reasonable labor costs. Labor quotes must be approved by Sitmatic before any work can be credited. Labor reimbursement invoices must be submitted no later than 60 days after parts are shipped.\*\***

E-mail photos along with your completed form to [Warranty@sitmatic.com](mailto:Warranty@sitmatic.com).



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# Warranty & Freight Damage Claim Form

## Freight Damage Claim

Please complete this form, include a brief description of the damage (and/or defect), and email it to [Warranty@sitmatic.com](mailto:Warranty@sitmatic.com).

Photos and videos are a huge help in determining what went wrong with your chair, please include as many as you need to tell the story.

**\*\*Please open and inspect all boxes in shipment and send a full list, along with photos, of damaged product(s). Additional shipments caused by incomplete claim forms may incur shipping fees.\*\***

Tell us about you:

<b>Your Name:</b>		<b>Today's Date:</b>	
<b>Your E-mail Address:</b>		<b>Your Telephone Number:</b>	

Tell us about the order:

<b>Sitmatic SO Number</b>		<b>Customer PO Number</b>	
<b>Date shipment was received</b>		<b>Carrier that delivered shipment</b>	

Visible Damage:

<input type="checkbox"/> <b>Missing Box(es)</b>	<input type="checkbox"/> <b>Damaged Box(es)</b>	<input type="checkbox"/> <b>Broken Pallet / Skid(s)</b>	<input type="checkbox"/> <b>Other</b>
<b>Was the shipment received and signed for as damaged or incomplete?</b>			

Damage to Contents:

<b>List Missing Product(s) Below:</b>	<b>List Damaged Product(s) Below:</b>

**\*\*Please note that the freight claim duration may take up to 10 business days. This allows a reasonable amount of time for the carrier to search for and investigate missing / damaged product.\*\***

E-mail photos along with your completed form to [Warranty@sitmatic.com](mailto:Warranty@sitmatic.com).