

**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.

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.

Credit notes will be issued the month after the warranty claim is closed.**

E-mail photos along with your completed form to 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. 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:

Your Name:		Today's Date:	
Your E-mail Address:		Your Telephone Number:	

Tell us about the order:

Sitmatic SO Number		Customer PO Number	
Date shipment was received		Carrier that delivered shipment	

Visible Damage:

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

Damage to Contents:

List Missing Product(s) Below:	List Damaged Product(s) Below:

****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.