

NOIR

NOIR CLAIM FORM

Thank you for purchasing from NOIR. To file a claim for a damaged item shipped using American West or Trail Lines, please complete the following form. We will work with the carrier to resolve the claim on your behalf. For items shipped using another carrier, please file the claim directly with them.

If you believe the product is defective, please review the product characteristics listed below before filing a claim. If you still feel the product is defective, please complete the following form.

STEP 1

Please complete the following information:

Company Name:

PO Number:

Order Number:

CHECK HERE IF ITEMS WERE REFUSED AND SENT BACK WITH CARRIER: REFUSED

STEP 2

Briefly describe the condition of the product.

Item ID	Qty	Description of damage
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REFUSED

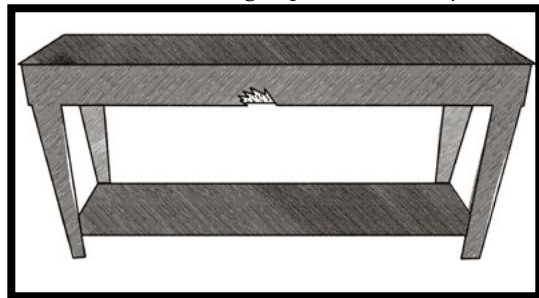
STEP 3

Please include the following **TWO PHOTOS** for each issue with your completed claim form:

1. A Detailed Photo of damage (*example below*):



2. A Full Photo of damaged product (*example below*):



STEP 4

Submit the claim to Claims@NoirFurnitureLA.com. Claims are processed within 3 business days from day of receipt.

Handmade product characteristics may include:

Wood items may include knots, gouges or nail holes.

Metal items may have welding marks and variations in tone and luster.

Variation in stone color, pattern, texture or veining is normal.

Variation in weight and dimension is normal.

Reasons why a claim may be denied:

- *The damage of unpackaged items are not noted on the carrier POD.*
- *Concealed items are not inspected and not filed within 72 hours of receipt.*
- *The claim is filed more than 1 year after purchase.*
- *Handmade product characteristics noted above.*