



CLAIM POLICY FOR LOST OR DAMAGED GOODS

Effective October 2023

All Shipments must be inspected by the consignee at the moment of receiving it.

Any damage or missing items must be reflected on the delivery receipts provided by the carrier.

The signing of the Delivery Receipt is an acknowledgment, on the behalf of the consignee, that all contents are in good condition. The consignee must specify if there are any exceptions (damages, lost or missing items) and reflect it on the documents being signed.

Any external visible damage or missing items must be notified to A Better Blind within 24hrs of delivery. You then have 7 days to notify us of internal damage. You must include photo documentation of external and/or internal damage. If you fail to notify A Better Blind of any losses or damage within these timeframes, you will be responsible for any charges incurred to remake the product as well as any new freight charges.

The specifications above must be followed in order for A Better Blind to present a claim with the transportation company. If Consignee fails to print on delivery receipt any damages or missing items A Better Blind will no be responsible for any additional expenses. Anything not documented will be at the customer's expense.

If you have any questions or concerns, please feel free to contact us.

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