

# DAMAGE CLAIM FORM



132-01 34<sup>th</sup> Avenue, Flushing, New York 11354 • www.GOHomeltd.com  
Customer Service • 718.445.4022 • Monday - Friday 9:00AM - 5:00PM (EST)  
Fax 24 Hours / 7 Days a Week • 718.445.4986

GO Home Ltd. strives to provide our clients with high quality merchandise shipped with carrier-approved materials. We understand damages may sometimes occur and we apologize for the inconvenience.

All of GO Home Ltd products are inspired by history and made for today. Artisans from around the world handcraft many of our products and there will be variations in color, size and finish. We believe these irregularities are part of the design and enhance the beauty of each piece.

**PLEASE NOTE: IF THE MERCHANDISE YOU HAVE RECEIVED HAS BEEN DAMAGED OR DEFECTIVE YOU MUST FILL OUT AND SIGN THIS CLAIM FORM AND FAX IT TO GO HOME LTD. AT 718.445.4986 WITHIN 72 HOURS OF YOUR MERCHANDISE RECEIPT.**

**\*\*ALL ORIGINAL BOXES AND PACKING MATERIALS MUST BE RETAINED TO HAVE YOUR DAMAGED CLAIM PROCESSED.\*\***

**PLEASE SEND PHOTOS OF THE DAMAGES VIA E-MAIL TO [CUSTOMERSERVICE@GOHOMELTD.COM](mailto:CUSTOMERSERVICE@GOHOMELTD.COM).**

## CUSTOMER & BILLING INFORMATION

Customer Number _____	P.O. Number _____	Ship Date _____	
Company Name _____			
Contact _____			
Street Address _____	City _____	State _____ Zip _____	
Phone _____	Email _____		
Ship To This Address?	Yes	No	If No, Please Complete Shipping Information

## DELIVERY INFORMATION

Please specify the shipping method by which you received your order (check the one that applies):  GO Home Ltd. Truck  UPS  Common Carrier

## DAMAGE & DEFECT INFORMATION

Quantity	Item Number	Description of Damage or Defect

Your Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

GO Home Ltd. must authorize all returns, adjustments, deductions or chargebacks. A customer service representative will contact you within 3 business days once we have received your damage claim form to resolve your claim.