

# CHEF RUBBER ORDER ISSUES

## **ATTENTION:**

### **YOU HAVE A LIMITED TIME TO REPORT DAMAGE OR MISSING ITEMS**

Instructions for Dealing with Damaged or Missing Items in Your Package:

#### 1. Initial Inspection:

- Immediately, upon receiving your package, carefully inspect the exterior for any signs of damage such as tears, dents, or punctures.
- If the packaging appears damaged, note any visible discrepancies or concerns before opening the package.

#### 2. Documenting Damage:

- If you notice any damage to the packaging, document it by taking clear photos from multiple angles.
- Ensure that all damage is clearly visible in the photographs and retain them as evidence for your records.

#### 3. Open the Package:

- Open the package carefully and inspect the contents thoroughly.
- Check each item against the packing list or invoice to ensure that everything listed has been included.

#### 4. Noting Missing Items:

- If any items are missing from your package, cross-reference with the packing list or order confirmation to confirm the discrepancy.
- Take note of the missing items and ensure they are not hidden within the packaging. Small items can get lost in the packing material.

#### 5. Retain All Packing, Packing Material and Damaged Product

- For any shipment that is damaged or missing items, please retain all the packaging and cushioning material. Failure to keep may result in denial of your claim.
- Make sure and take a picture of the outer box and the shipping label. This can help determine if your package has been rebooted by the carrier.

**DO NOT DISCARD PRODUCTS until you have been instructed to by Chef Rubber.**

#### 6. Contact Customer Support:

- If your package is damaged or missing items, promptly contact our client service team by email. [sales@chefrubber.com](mailto:sales@chefrubber.com)
- Provide detailed information about the damage or missing items, including photographs of damaged items and the packaging your order was delivered in.
- Reference your order number in the subject line and in the details of your report.

## 7. Support Ticket

- Your report will get logged into a support ticket system.
- If additional information is needed, an email will be sent to you requesting the information.

## 8. Await Resolution:

- Allow the shipping carrier and our team time to investigate your claim and provide a resolution.
- Keep communication lines open and respond promptly to any requests for additional information or clarification.

## 9. Follow-Up:

- If necessary, follow up with the customer support team to check on the status of your support ticket and or claim and ensure that it is being processed accordingly.
- Be patient and cooperative throughout the resolution process to facilitate a swift and satisfactory outcome.

## 10. Replacement or Refund:

- Depending on the outcome of the claim investigation, you may be eligible for a replacement of the damaged items or a refund for the missing items.
- Follow the instructions provided by the customer support team to arrange for a replacement shipment or refund.

## 11. Provide Feedback:

- After the issue has been resolved, consider providing feedback to the shipping carrier or retailer regarding your experience.
- Your feedback can help improve their processes and prevent similar issues from occurring in the future.

**Note:** It's important to act quickly and methodically when dealing with damaged or missing items in your package to ensure a timely resolution. Please provide your report within 24hrs of receiving your order.

Keep all documentation and communication related to the issue for your records.