

CHEF RUBBER RETURNS & REFUNDS

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
- 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.