As much as we would like to believe that every order is perfect, we know that mistakes happen. When errors do occur, we want to take immediate corrective action. To do this we need your help. If there is a discrepancy in your order, simply note the nature of the problem on this easy-to-use form (black ink). Wait a day or two following delivery until all potential problems have been identified, and then call or (preferably) fax us. For best results, set your fax machine to fine or high resolution. All claims must be received by us within 12 working/ 16 calendar days of delivery of main shipment.

School_____

Circle the qty. on any returns or overages used to fill other orders so you know that you have used that item and do not still have it.

Date faxed _____**School fax # (**_____**)** _____**–**_____

Shipping address:_____

City/State/Zip_____

For fast service, fill in all information! **Student name**	Grade	Teacher	**Product #/ltr as shown BY PICTURE IN CATALOG**	Qty on order form MUST HAVE ¶	**Qty on print-out¶ MUST HAVE**	*Actual number received* **Qty in bag ACTUAL COUNT**	*New order †* Additional qty to be ordered (add on)	Qty returned unsold, didn't want, etc.	*Product Over-age §* **Qty in bag but not on printout**	*Damaged Δ* **DAMAGE explanation (dented, broken, spoiled, cracked...)**	***IMPORTANT*** **QTY TO BE SHIPPED TO YOU**	**QTY TO BE RETURNED TO COMPANY ‡**

SHORTAGES: Items which appear on computer printout, but are not in the order
OVERAGES: Items received that do not appear on the computer printout.
DAMAGES: Items which are obviously damaged and need to be replaced.
DATA ENTRY ERROR: Right item on order form, wrong item on printout..

An entire order missing and not on the printout is not in the system at all, so fax us the entire order (order form or as a list of items) If it is on the print-out, but entirely missing, list seller's name, teacher / grade and put a note "entire order missing" on a line in the form above.

Where an item is incorrect because totals were brought down incorrectly on the order form, list a "**New Order**" and a "**Return**" for the items involved.

On shortage/damage replacement, there is no billing adjustment to you or the seller if we ship the item, but a credit is needed if we do not.. On columns marked † we need to bill you and you need to bill the seller for the items. On § keep the item at no charge. On returns (‡) you need to credit the seller and we need to credit you. On Damages Δ you do not need to return the item unless we request it. We may want to inspect the damages for quality control.

¶ IF YOU DO NOT INCLUDE "HOW MANY ON ORDER FORM" and "HOW MANY ON PRINTOUT" and 'QTY IN BAG", THE ITEMS WILL BE BILLED TO YOU.

CLAIM SUMMARY FORM
MOODY ASSOCIATES
Phone 540-885-3439 1-800-326-9192 Fax 540-885-6670 1-877-936-9192
moody@cfw.com

Copy this form as needed - keep a blank master!

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