Tearcraft

Account Holder Discrepancies / Damages Report

Please report any discrepancies between the goods reported on the invoice enclosed with your parcel and the goods actually received, any discrepancies between goods ordered and those delivered (and not indicted as “to follow”) or any goods received in a damaged/unsaleable condition.

This information may be reported by telephone on 0870 240 4896, by faxing this form on 0870 220 4440 or by sending a copy to: Tearcraft Distribution, PO Box 5050, Annesley, Nottingham NG15 0DL

Account Number	
Name:	
Postcode:	
Tearcraft Order ref:	
Invoice No:	

Item Code	Qty ordered	Qty received in saleable condition	Comment	Action required C = Credit I = Invoice R = Replacement

continue on a separate sheet if required, providing the information as indicated

Please use the following guidelines when taking action over damages/discrepancies:

- Damaged / unsaleable goods need not be returned. It will incur unnecessary cost to receive them back into the stores, especially if they are not able to be re-sold. You may claim a credit or a replacement. However, if you plan on placing another order soon anyway, we would prefer that you claimed a credit and then re-ordered the item(s) with your next order.
- Please indicate any items not ordered or quantities supplied that were more than invoiced for. This will ensure we can adjust the stock holding figures accordingly. We would ask that over-supplied items be retained and sold wherever possible. Again this avoids shipping and re-stocking costs. Indicate with an “I” in the box above if we may add the oversupplied value to your account. If the oversupply is significant in terms of value or quantity, we will contact you to discuss special arrangements.
- Under supplied items (whether as a result of short-picking or a missing parcel) should be reported above. As per damaged items you may claim a credit or a “replacement”, but we would prefer you to request a credit and re-order the item(s) with your next order as this helps to minimise the cost of order re-processing.