

# Merchandise Claim Form

Phone: 1-800-TWOSCOM (1-800-896-7266)

Fax: 1-914-345-0109

Email: [customerrelations@twoscompany.com](mailto:customerrelations@twoscompany.com)

## Two's Company

275 Clearbrook Road  
Elmsford, NY 10523

Thank you for choosing Two's Company! If you have experienced a problem with your order, please complete this form in its entirety and submit to Customer Relations either by fax or email within 21 days of delivery.

|               |                  |                |
|---------------|------------------|----------------|
| Company Name: | Customer Number: | Date of Claim: |
| Contact Name: | Phone:           | Email:         |

### Instructions:

1. Please list all items that you are claiming. You must include a reason code and comments to ensure proper processing of your claim.
2. A return authorization number for the return of any merchandise is required. Merchandise returned without authorization may be subject to a 20% restocking fee or may not be credited.
3. If you have damaged items, please submit images and save the original carton until we can determine if the carrier will need to perform an inspection.

| Item # | Packing List #/<br>Invoice #. | Item Description | Qty | UOM<br>Each / Set | Reason Code<br>(see chart) | Comments: |
|--------|-------------------------------|------------------|-----|-------------------|----------------------------|-----------|
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |
|        |                               |                  |     |                   |                            |           |

### Reason Codes:

|                  |                    |                     |                   |
|------------------|--------------------|---------------------|-------------------|
| 01: Broken Glass | 02: Broken Ceramic | 03: Broken Hardware | 04: Chipped       |
| 05: Cracked      | 06: Poorly Painted | 07: Scratched       | 08: Did Not Order |
| 09: Shortage     | 10: Overage        | 11: Other           |                   |