# **RETURN / DAMAGE CLAIM INSTRUCTIONS**

#### 1. **DO NOT** discard of the box / original packaging.

In case a return is required, the item must be returned in original box. Without this your return will not be accepted.

### 2. Take a photo of the box markings.

A photo of the markings (text) on the box is required in case a part is needed for replacement. This helps our staff identify your product number to ensure you receive the correct parts.

## 3. Take a photo / Video of Damage (if applicable).

A photo /Video of the damage is always required to file a claim and get your replacement or refund processed quickly. Please make sure you have the box even if it is damaged.

## 4. Send us an email with the images requested.

Email us directly with the attached images, order number (SOXXXX) and a description of your claim.

Auckland / Waikato / BOP Branch: sales@tsbliving.co.nz

Christchurch Branch: customersupport@tsbliving.co.nz Wellington Branch: wellington@tsbliving.co.nz



