

## **LOST OR DAMAGED SHIPPED MERCHANDISE POLICY**

Zendex Tool Corporation understands that from time to time our products may get damaged in transit due to mishandling by freight carriers or warehouse workers. As such, please read below the guidelines to process a damaged or lost merchandise claim. All claims must be submitted using our Lost or Damaged Shipped Merchandise Claim Form which can be found online on our website at [zendextool.com/support-center/lost-or-damaged-merchandise-policy/](http://zendextool.com/support-center/lost-or-damaged-merchandise-policy/)



### **If Customer Purchased Directly from Zendex Tool Corporation:**

» **Documentation:**

Complete the Zendex Tool Corporation Lost or Damaged Shipped Merchandise Claim form which can be found on our website at [www.zendextool.com](http://www.zendextool.com)

» **Verification of Damage or Lost Merchandise:**

Pictures of the damaged merchandise box, package or pallet must be submitted with the Lost or Damaged Shipped Merchandise form.

» **Proof of Purchase:**

Provide the invoice number if purchased with a PO, order confirmation number if purchase through our website.

» **Description of Issue:**

Provide a brief description of the issue including where the package was delivered, was the box opened or just damaged, and extent of damage.

» **Claims Review:**

At our sole discretion, Zendex Tool will review the claim information provided to determine if a claim is valid and how to remediate it. We will either:

- a) Accept the claim and mail the needed replacement part(s) at no charge along with a tracking email
- b) Accept the claim and email a pre-paid RMA shipping label for you to send the unit back for repair, if needed
- c) Decline the claim as not valid

**If Customer Purchased Zendex Tool Products Directly from an Authorized Seller:**

- » *Customers buying Zendex Tool Corporation products directly from an authorized seller must lodge their claim for damaged or lost shipped merchandise directly with that authorized seller.*
- » Zendex Tool will not be responsible for lost or damaged merchandise once an authorized seller receives the merchandise in good condition then subsequently ships the merchandise to another destination or directly to their customer.
- » Authorized sellers should file claims with their carrier at their sole discretion to seek reimbursement for damages or resolve the claim directly with their customers.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_

**Zip:** \_\_\_\_\_

**Model Name and #:** \_\_\_\_\_

**Purchase Date:** \_\_\_\_\_

**Seller:** \_\_\_\_\_

**Serial #:** \_\_\_\_\_

**Description of Issue:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*This policy is also available on our website:*

[zendextool.com/authorized-distributor-center/authorized-distributor-lost-or-damaged-shipped-merchandise-policy/](http://zendextool.com/authorized-distributor-center/authorized-distributor-lost-or-damaged-shipped-merchandise-policy/)

