

nora fleiming claim form

(updated: july 2023)



we apologize for any issues with your shipment. your help completing this form is appreciated and required to be considered for a credit memo.

please note the following:

- our minis are hand-crafted & hand-painted – there will be levels of variation between pieces - even between the same SKU
- all claims MUST be reported within 30 days of receiving the product
- do not discard the product or the packaging -- we may issue a call tag
- if a call tag is issued, please pack the product as it came – this will help prevent further damage
- call tags are issued by UPS and will be sent to you by UPS, not nora fleiming
- please email claims@norafleiming.com if your situation is not listed on this form

please email this completed form, pictures of defective items, and any additional details to claims@norafleiming.com

store name:	
contact name:	
invoice number:	

claimed items: please fill in the below table

*** IMPORTANT: if you are claiming a manufacturing defect, please attach pictures of the damaged product

<u>SKU number:</u>	<u>item description</u>	<u>quantity</u>	<u>description of claim</u> please <u>write the number</u> that describes your claim 1: MFR defect 2: missing from shipment 3: return

nora fleiming reserves the right to deny any claim