**DAMAGE**

**Training Guide**

**Adorama Customer Service**



# Training Agenda

* Delivered but Damaged
  + UPS/FedEx
  + ML/MUS/ML/ENVL (Delivered by USPS)
  + BLS
  + TGS
  + DRP
  + Damage item delivered to FF address

Delivered but Damaged

<file://10.10.40.68/intranet/pages/ado/NewDamageClaimProcedure.pdf>

**UPS/FedEx**

If a package was delivered damaged, instruct customers to keep the original packaging. Without it, we cannot file for a damage claim. Also, make sure to verify the phone number of the customer because if UPS cannot contact them, they will deny the claim and ask the customer to take a photo of the following and forward it to claims liaison.

1. Shipping Box
2. Manufacturer’s Box
3. Damaged Item
4. Serial Number of the item

Follow the following procedure depending on the price of the damaged item.

* Damaged in Transit
  + Place a note in F6 as follow up to \*CLAIMS to issue damage claim.
  + Place an internal F6 note to \*CREDITS to process the refund/reshipment.
  + Indicate which line, quantity and the tracking number of the damaged package in your F6.
* Damaged – Refused Delivery
  + Place a note in F6 as follow up to \*CLAIMS to issue damage claim.
  + Place an internal F6 note to \*CREDITS to process the refund/reshipment.
  + Indicate which line, quantity and the tracking number of the damaged package in your F6.
* Less than $50.00
  + Place a note in F6 as follow up to \*CLAIMS to issue damage claim.
  + Place an internal F6 note to \*CREDITS to process the refund/reshipment.
  + Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.
  + Pictures are not required if the customer clearly described the damage.
  + If the customer cannot provide the details of the damage, we will need the photos to identify the damage the item.
* More than $50 but not more than $100.00
  + Send ERL and Return Instructions and ask the customer if wants Reshipment or refund.
    - Go into the order with an “8” and hit “CTRL”.
    - Put “Y” on the Send UPS Return Label option and hit “CTRL”.
    - Enter the actual shipping weight of the order/item and round it to the next whole number.
    - If the value of the order/item=is between $1500 and $3500, insurance amount should be $999.
    - If the value is more than $3500.00 or the item is too heavy, request for a Call Tag.
      * Open notes to \*CLAIMS and put the reason why we are requesting for a call tag.
  + Place a note in F6 as follow up to \*CLAIMS to issue damage claim.
  + Place an internal F6 note to \*CREDITS to process the refund/reshipment.
  + Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.
  + Pictures are not required if the customer clearly described the damage.
  + If the customer cannot provide the details of the damage, we will need the photos to identify the damage the item.
* More than $100.00
  + Place a note in F6 as follow up to \*CLAIMS to issue damage claim.
  + Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.
  + Pictures are not required if the customer clearly described the damage.
  + If the customer cannot provide the details of the damage, we will need the photos to identify the damage the item. (do not open notes to \*Claims yet without the picture)
* Stack-on Cabinets

Whenever a customer reports receiving a Damaged/Scratched Stack-on Cabinet/Safe, we always ask customer right away to send us pictures of the defect and serial numbers. This will help the Claims department make a quick decision how to handle the claim. (In most cases these can be resolved with an internal claim).

*NOTE: Reshipment is not allowed for Third-party Marketplaces. For all eBay damaged orders, transfer the call to eBay.*

**ML/MUS/ML/ENVL (Delivered by USPS)**

We do not have a damaged claim with ML/MUS/MUI. Having said that, we will follow a different procedure for these shipments.

* Less than $25.00
  + Advise the customer to keep the damaged item and ask the customer if they wish a refund or reshipment.
  + Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.
* More than $25.00
  + Send ERL and Return Instructions and ask the customer if wants Reshipment or refund.
    - Go into the order with an “8” and hit “CTRL”.
    - Put “Y” on the Send UPS Return Label option and hit “CTRL”.
    - Enter the actual shipping weight of the order/item and round it to the next whole number.
    - If the value of the order/item=is between $1500 and $3500, insurance amount should be $999.
    - If the value is more than $3500.00 or the item is too heavy, request for a Call Tag.
      * Open notes to \*CLAIMS and put the reason why we are requesting for a call tag.
  + Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.
  + Once we received the item, we will process the return which may take 2-3 business days from the day we received the damaged item.

*NOTE: Reshipment is not allowed for Third-party Marketplaces except for eBay.*

**BLS**

If a package was delivered damaged, instruct customers to keep the original packaging. Without it, we cannot file for a damage claim. Also ask the customer to take a photo of the following and forward it to our claims liaison.

1. Shipping Box
2. Manufacturer’s Box
3. Damaged Item
4. Serial Number of the item

To file for a damage claim, place a customer service note open to \*CLAIMS. Claims process can take up to 20 business days to be investigated and completed.

Indicate which line, quantity and the tracking number of the package that arrived damaged in your F6.

*NOTE: Reshipment is not allowed for Third-party Marketplaces except for eBay.*

**TGS**

If a package was delivered damaged, instruct customers to keep the original packaging. Without it, we cannot file for a damage claim. Also ask the customer to take a photo of the following and forward it to our claims liaison.

1. Shipping Box
2. Manufacturer’s Box
3. 1Damaged Item
4. Serial Number of the item

Also, ask the customer to answer the following questions:

1. Did you sign for the shipment? If yes, did you note any damage on the shipment manifest?
2. 2. Was the shipping box damaged? If yes, where and in what ways?
3. Was the manufacturer’s box damaged? If yes, where and in what ways?
4. What did the inner packing materials (Styrofoam, cardboard, etc) look like when you opened the manufacturer’s box?
5. Does the item look physically damaged? Please describe the physical damage and location.
6. Does the television turn on? What happens when you attempt to turn the TV on?

Since we only have 5 days to file for a damage claim with the trucking company, make sure to immediately open an F6 notes to \*TGSCLAIMS even without the pictures and response to the questionnaire.

*NOTE: Reshipment is not allowed for Third-party Marketplaces except for eBay.*

**DRP**

For damage packages that were drop shipped, email csdropship@adorama.com with the subject line code DRPSHPDMG. Include the PO#, best phone# to contact customer and if they want a refund or reshipment.

Ask the customer to take a photo of the following and include it in your email.

1. Shipping Box
2. Manufacturer’s Box
3. Damaged Item
4. Serial Number of the item

Our liaison will get in touch with the drop shipper so they can file a claim with the carrier that they used for the shipment. Once our liaison received an update coming from the drop shipper, he/she will email the customer directly.

Damage item delivered to FF address

If the customer claims that they received a damage item and the address that they have on file is an FF, advise them to contact the company. We are not liable for the damage.

If an agent from FF called us regarding a damage package, follow the damage procedure based on the shipping method used on the order.

**Other shipping department issues**

**(Poorly Packed, Item in used Condition)**

If the customer is complaining on how we packed the order or if they said that the item is in used condition, try to offer a discount depending on the value of the item. If the customer doesn’t want a discount, they may return the item to us if it’s more than $25.00 or advise them to keep it if it’s for a minimal value only.

***Additional Notes:***

**Damage Issues: Work Book**

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