



Offix Edge is very sorry that your package arrived damaged or was lost in the shipping process. Claims must be initiated within 30 days of the scheduled delivery date. As the shipper of record, Offix Edge will do our best to facilitate the claims process with the carrier. If the claim is successful, payment from the carrier will be given to Offix Edge. We will reimburse you. Claims will take approximately 10-14 days to process. For us to file the claim we need the following information: (please write clearly)

Package Tracking #:

Claim Type: Shipment not received / Shipment missing contents / Shipment damaged

	Shipper	Recipient
Name/Contact		
Company		
Country		
Zip/Postal Code		
Street Address		
Apt, Floor, Suite		
City		
State		
Phone		

Claim Details:

Be as specific as possible when providing merchandise descriptions, including but not limited to, providing product name, brand name, serial numbers, size, color, and quantity.

Item Description:		
Model	Manufacturer	Serial Number
Unit Cost: \$	Quantity:	Total Cost: \$

To claim for additional items in the same shipment, please provide this information for each item on the last page.

Photos and Documentation:

Please provide photos (if appropriate) and documentation that verifies the amount of your claim. Proof of value documentation may include invoices, repair estimates or invoices, expense statements, or appraisals.

Shipping Cost: \$	
Insurance Paid: yes or no	Insurance Cost: \$
Total Claim Amount: (Cost of items plus shipping and insurance costs) \$	

Offix Edge will provide a copy of the transaction receipt.

Offix Edge Shipping Claim Form

Select the item that best describes your shipment:

	Antiques, Collectibles, Jewelry (coins, stamps, gold, silver, etc.)
	Cell Phones, Tablets, Handheld Devices
	Computer Equipment, Software, Components, Accessories
	Documents – legal, personal, business (including visas, passports, and IDs)
	Food, Animal, Agricultural and Medical products
	Fragile & Glass Items (bulbs, tubes, neon, scale models, etc.)
	Liquid Chemicals or Consumables (wine, alcohol, cleaners, etc.) – not shipped by Offix Edge
	Medicine, Drugs, Controlled Substances
	Money, Currency, Tickets, Bonds, or Equivalentents - not shipped by Offix Edge
	Tobacco, Vaping products, Firearms - not shipped by Offix Edge
	Other:

Packaging Information:

Who packaged this shipment?

	Offix Edge		Shipper		Other:
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Select any packaging materials that were included:

	None		Balled paper
	Bubble pack		Shredded paper
	Corner posts		Slotted partition
	Corrugated liners		Styrofoam peanuts
	Molded foam		Bagged air pouches
Other: describe			

Damage Information:

Select the type of damage to the contents of the shipment:

	None		Contents missing
	Bent		Contents protruding
	Contents broken		
Other: describe			

Keep all damaged items, as well as any inner and outer packaging, for photo documentation and possible inspection.

Offix Edge Shipping Claim Form

Select the type of damage to the outer packaging:

	No visible damage		Crushed
	Closures open		Punctured
	Corner of box crushed		Re-taped
	Ripped/torn		Wet
Other: describe			

Photos and Documentation:

Please provide photos that show the shipment prior to shipping and after.

1. A photo of the damaged item
2. A photo showing the damaged merchandise, inside the original box, with all of the original cushioning (picture should show the placement of the merchandise and packaging inside the box)
3. A photo of the packaging material used inside the box (e.g. bubble wrap, Styrofoam peanuts, cardboard dividers, etc.)
4. A close-up photo of the shipping label with tracking number (please zoom in enough to read the tracking number)
5. A close-up photo of the box manufacturer’s certificate (BMC), if available
 - o The BMC is a round stamp that details either the bursting strength of the box or the edge crush rating of the box.
 - o The BMC is generally found on a bottom flap on the outside of a corrugated cardboard box.
6. Two photos displaying all six sides of the package (One photo should display the top and two sides. The second photo should display the bottom and the opposite sides.)
7. Dimensions of the box, including the package height, length, and width

Additional Comments:

Additional Items:

Item Description:		
Model	Manufacturer	Serial Number
Unit Cost: \$	Quantity:	Total Cost: \$

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Communications:

If you or the recipient have communicated with the carrier regarding this shipment, please forward or detail it here: