Bobbo Inc.

399 Hubbard Ave., Pittsfield, MA 01201
Tel: (800) 358-2626 - 8:00a-4:30p M-F Fax: (413) 442-2211 - 24hr
customerservice@bobboinc.com

Damaged Merchandise Claim Form

PLEASE NOTE: Please check your merchandise for damages upon arrival.
Items marked with store information (tags, stickers etc.) will not be accepted for return.

Please accept our apologies for your inconvenience. Although we do our very best to make sure that the product you order arrives safely, there are some circumstances that are beyond our control.

In order for us to honor your request, please follow these steps:

1.) **KEEP –** ALL PACKING (outside carton/box, all packing materials etc.) and the article(s) in question.
*Please include a photo of the damaged item(s) and packing so that we may improve upon our products and shipping procedures.
2.) **COMPLETE** this form and fax it to **1-413-442-2211**
3.) **CONTACT** us **WITHIN 7 DAYS** of package receipt or we will be **UNABLE** to honor your claim.
(Our contact information is listed at the top of this fax.)

Please complete the form below and fax it to 1-413-442-2211 so that we may expedite your claim.

Account Name: _____ Phone: ( )_____-_____

Account Number: |___|___|___|___|___|___|___|___|___|___| Contact: _____

Shipping Address: _____

Date Received: / / via: ❑FEDEX ❑UPS ❑ USPS Tracking Number: _____

Please list item number(s) and quantity of damaged product(s):

Please list items separately and use a separate page if you need more space.		

*Please include a photo of the damaged item(s) and packing so that we may improve upon our products and shipping procedures. Digital photos maybe emailed to: damages@bobboinc.com. Please include your customer number and contact information with the photos. (Please Note: Some merchandise may need to be shipped back to us for design study to prevent future damages.)

❑ I would like this/these item(s) replaced. ❑ I would like my account credited for this/these item(s)

Signature: _____ Date: _____

Again, we do apologize for the inconvenience this has caused.

Bobbo Customer Service
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(800) 358-2626