



CHAMBA IMPORTS
FREIGHT DAMAGE REPORT

We are sorry your merchandise was damaged in transit. Please follow these steps to ensure credit for your loss.

1. Save the damaged piece(s) along with the box it came in and the packing materials.
2. Note the UPS tracking number. If the damage occurred in more than one box, give them each tracking number.
3. Call UPS (800-742-5877) and report the damage. (They may ask for details: Please note that in most cases our boxes are double walled. The fact that there is no visible damage to the exterior of the box does not indicate that the box was not mishandled.)
4. Please fax (650-712-9100) or email (nelson@MyToque.com) the following info:
 - Invoice Number
 - Part Numbers and Quantities Damaged
 - UPS Tracking Number
 - Indicate whether or not you want replacements for the damaged items to be added to your next shipment.

We will issue a credit for the replacement cost of the damaged merchandise upon receiving notification from UPS that you have filed a claim.