



13930 S. Figueroa St., Los Angeles, CA 90061 P: 310 527 2310 F: 310 400 3040

Claim Form

Thank you for purchasing from CFC, we appreciate your business. We are not responsible for any shipping damages. Please either refuse the items damaged during shipping or file a claim with the shipping company. We are confident in the quality of our products, but due to the natural materials and handcrafted nature, slight variations in finishes, tones, textures and colors are common. These variations are not grounds for a claim. If there is a product defect, please follow the steps below:

Step 1: Complete the following information and submit with pictures (2 detailed photos and 1 distance photo clearly depicting the issue) to **claims@customfurniturela.com**.

Company/Customer Name: _____

Inv #: _____ PO#: _____

Phone #: _____ Date: _____

Date Order Rec'd: _____ Date Claim Form Rec'd: _____

Contact Person: _____ Email: _____

Customer Address: _____

Shipper: _____ Tracking #: _____

Step 2: Briefly describe the condition of the product.

Item #	Qty.	Description of Damage

Step 3: Reason for Claim? Check Reason(s) below: Wrong Item Damaged Shortage

Step 4: Desired Resolution? Return? Replacement? Cancel? Discount? Please circle or write what you would like.

Step 5: The claim department will review your claim to verify if it qualifies for a credit or replacement and contact you with further instructions.

Thank you, CFC Customer Service