



Overview

Introduction & Overview

At System Q we go to great lengths to ensure your goods are carefully prepared and packed for transit with suitable packaging to prevent them being damaged whilst getting to you.

On the rare occasion you may receive your goods and they are damaged we look to work with you to get this problem resolved as quickly and efficiently as possible.

The more accurate information we have, the quicker we can look to resolve the problem so it's with that in mind we ask you to complete this form, providing all the information requested with supporting images.

Our delivery note advises that notification of damaged goods must be within 24 hours. It's important we act swiftly on notice of damaged goods to ensure we can make a valid claim against the carrier if necessary as they only allow a very tight window for notifications.

We understand communication is key when dealing with a problem so we have outlined our process below so you know how we will deal with this.



Stage 1

Complete the form (DAM-01), filling out every section with as much information as possible and providing supporting images of the damaged product.

To assist us we ask that you take pictures of consignment in the state it reached you, damaged box, ripped bag, for example then pictures of the product packaging (where applicable) and then the item damaged product.

Stage 2

Email the DAM-01 form back to us along with supporting images.

Stage 3

One of our Product Specialists will review all the information you have provided.

Stage 4

One of our team will contact you to discuss next steps regarding the damaged item. This may be return / collection of the damaged item, re-order or discuss any queries.

Stage 5

Where applicable, a credit issued.



Receipt of Damaged Goods Declaration Form

Form Ref: DAM-01

Valid 2021

System Q Ltd, Turnoaks Business Park, Hasland, Chesterfield, S40 2WB

Email: sales@systemq.com Tel: 01246 200 000 Fax: 01246 222 888

To enable us to find out why you have received your product in a damaged condition please complete the details below. We will then thoroughly investigate this for you.

Section 1. How the Receipt of Damaged Goods Declaration Form / Process Works

1. Return a completed copy of this form, together with full details of the damage evident on the product.
2. Attach any images you have when returning the form.
3. System Q will review the details you have supplied.
4. System Q will investigate the damages and report back the findings.
5. No replacement items will be dispatched until a completed copy of this form is received.

Section 2. Your Details

Company Name

Address

Postcode

Email Address

Telephone Number

Mobile Number

Contact Name

The System Q despatch note advises that notification of damage/missing goods must be within 24 hours. We need to act swiftly on notice of damaged/missing goods to ensure we can make a valid claim against the carrier if necessary. Their notification times are very tight.

Section 3. Delivery Information

Who was the carrier?

Carrier's consignment No.

Date despatched by System Q

Was the consignment sent in a Box or an ExpressPack?

Box

ExpressPack

How many cartons or packs were received?

Date and Time You Received the Consignment

Was there any evident visible damage to the external packaging?

Yes

No

Who took delivery of the consignment?

Did you take any photographs of the consignment and contents immediately or at least shortly after receipt?

Yes

No

Section 3. Delivery Information Continued

To where did the carrier leave the consignment for you on delivery?

At my door

In a safe place on my property

With a neighbour

*Somewhere else**

**Somewhere else, please specify*

When did you notice the damage – date and time?

If more than 24 hours after
delivery, please explain
the reason for delay

Please confirm the contents
of the parcel:

Is the damage restricted to one carton or to the whole consignment?

One Carton

Whole Consignment

Is the damage restricted to one product or to others too?

One Product

Others

Please provide a full description
of the damage caused to the
item(s), including any faults or
visual damage noted

How do you think the damage
was caused?

Do you believe the damaged articles can be used?

Yes

No

How would you rate the state of the consignment as delivered?

No evident damage to consignment

Impact damage but not open

Torn and/or open

Torn open and re-taped by someone after the consignment left System Q

How would you rate the internal packing inside the carton that should protect the products supplied?

Enough to protect the products

Loosely packed

No packing at all in the carton

Please ensure that you...

1. Check you have completed all the questions on this form.
2. Send photos of the damaged contents and packaging by email to System Q, at support@systemq.com.
3. Quote the System Q call reference number in the subject line of your email

Section 4. Declarations

Your statement (this questionnaire) will be used as evidence in our investigation and by completing it you agree to it being used for this purpose. By completing and submitting this form I/We declare that the information provided is correct to the best of my knowledge and belief. I/We understand that a false declaration may invalidate my claim. System Q takes losses of all kinds seriously and will prosecute for theft anyone obtaining goods or money by deception.

Signed

Name

Date