



## Overview

### Introduction & Overview

At System Q we go to great lengths to ensure the goods you order are the goods you receive.

On the rare occasion there may be a missing item we look to work with you to get this problem resolved as quickly and efficiently as possible. All our products are scanned out on deliver with a barcode reader to avoid and minimise mistakes. We record the packing of all our orders using our own CCTV equipment and bespoke software so we can check any reported discrepancies.

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 missing goods must be within 24 hours. It's important we act swiftly on notice of missing 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 (MIS-01), filling out every section with as much information as possible.

If you have received the consignment in a damaged condition, we ask that you take pictures of how you received the consignment.

### Stage 2

Email the MIS-01 form back to us along with supporting images putting the **form reference (MIS-01)** and **delivery note number** within the subject line.

### Stage 3

We will review the information you have provided along with the CCTV footage of your order being packed and shipped.

### Stage 4

If after reviewing the camera footage we find we didn't pack/send the item we will then arrange for the missing item to be sent out to you, or credit the item at our discretion.

If the footage shows that the items was packed and sent to you, we will then ask you to re-check your box, going through the packaging material in case it is within that and speak to colleagues in case they have removed the item without your knowledge.



# Missing Items Form

Form Ref: MIS-01

Valid 2021

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

Email: [sales@systemq.com](mailto:sales@systemq.com) Tel: 01246 200 000 Fax: 01246 222 888

To enable us to find out why you have missing items from your order please complete the details below. We will then thoroughly investigate this for you.

## Section 1. How the Missing Items Form / Process Works

1. Return a completed copy of this form to us.
2. Attach any supporting images you have such as a damaged consignment.
3. System Q will review the details you have supplied.
4. System Q will investigate the missing items, review footage of the order being packed 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

## Section 3. Order Information

Delivery Note Number *(located on your System Q delivery note)*

Date Received

Date Unpacked

What item is missing from your consignment?

Product Code

Quantity Missing?

Does the missing item(s) show on your delivery note with the enclosed column?

Yes

No

If answered no please go to section 5

## Section 4. Consignment Details

Were you the one to unpack the consignment?

Yes

No

If answered no, have you confirmed if the person who unpacked the consignment or anyone else who has access to the consignment removed the missing item(s) from the box?

Yes

No

## Section 4. Consignment Details *(Continued)*

Was the consignment box or package received in a damaged condition?	Yes	No
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If yes, did you take any photographs of the consignment and contents immediately or shortly after receipt?	Yes	No
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If yes, please send over copies of the photographs when returning this form

Where applicable for smaller items have you checked all packaging material to see if it is contained within that?	Yes	No
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To enable us to deal with this issue as quickly and swiftly as possible please ensure:

1. You have completed all relevant questions within the form.
2. You send over supporting photographs when returning this form.
3. Email over the form and photographs quoting the form reference – MIS-01 and your delivery note number within the subject line.

## Section 5. Declarations

I confirm I have completed the necessary checks in order to establish the missing items have not been accidentally removed from the consignment without my knowledge and this claim is genuine. 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**