

## Action Items to Complete within 30 Days of Receiving Your Order

**All claims must be filed within 30 calendar days of the delivery date.**

Please complete these steps upon delivery of your order.

When the order arrives:

- Make sure that ALL boxes on the tracking number have been received and there is no damage BEFORE signing for the delivery.
  - A signature is proof that everything the carrier states is being delivered has, in fact, been delivered.
  - If you sign for a delivery, then any claim filed for missing items will be denied.
- Take pictures immediately of any damage that may have occurred in transit and notify us.

If all packages have arrived and are undamaged, please:

- Inspect the delivered items.
  - It is important that all packages are opened and the products in each box are reviewed to ensure that the finished goods meet your expectations.
- Report any issues with the finished goods.
  - This might include bad imprint quality, wrong art used, wrong imprint or item color, damage to all or some of the items, wrong ink color, wrong item in general, someone else's item, the products don't work as intended, etc.
  - Please notify us immediately so we can research the issue and find a solution.