

# Rakumba

## PRODUCT CLAIM

We have carefully designed our products and packaging so your order arrives to you in perfect condition. We also send all of our products with reliable and reputable freight companies. In the unlikely event that your order has arrived and is found to be damaged or faulty, please complete this form.

I have received a:

- Faulty Product  Damaged Shipment

Please ensure that the below conditions are followed (*please tick*):

- If packaging is visibly damaged, you have signed for the shipment as “Damaged Shipment” (*Damaged shipment only*)
- You have retained all original documentation and/or packaging
- You have taken photo evidence, clearly showing all faults or damages to product and/or packaging

**Please provide the following details:**

Business Name:
Contact:
Phone:

Invoice or Order #:
Date of Receipt:
Product(s):
Description of Damage or Fault:

- Completed form and photo evidence must be sent to Rakumba within 3 days of receipt of delivery. Please return completed form to [logistics@rakumba.com.au](mailto:logistics@rakumba.com.au)
- Claims are processed within 1 week of receipt of completed form.
- Customers are advised that, unless freight insurance has been purchased, Rakumba has limited liability for damaged shipment claims.
- Rakumba can only accept damaged shipment claims for shipments where the customer has requested that Rakumba handle the dispatch of the order in full.