

1. DO NOT discard the box or original packaging.

inside

In the case of damaged goods caused by shipping, photo evidence will be required.

shelf

side

2. Take photos of the box & markings.

A photo of the markings (text) on the side of the box is required for all cases in which a replacement part is needed. This helps to identify the item number and ensures the correct parts are pulled.

inside

MISSING PARTS / DAMAGE CLAIM INSTRUCTIONS

shelf

3. Take photos of damage (if applicable).

A photo of the damaged part(s) is always required to file a claim and expediently process the replacement part. Please make sure you keep the box even if it is damaged.

4. Send an email with the images requested.

Email a description of the claim along with the images required above at displaybuilds.com/contact or directly to help@displaybuilds.com. Call our toll-free number 1-866-308-8368 for further assistance.