



## Damaged goods and shortfall policy

All orders are processed via our WMS (Warehouse Management System), all stock movements are barcode scanned and all orders are triple checked and signed by an Operations Supervisor before despatching.

This policy is in place to assist with prompt investigation and substantiate any claim against the negligent/relevant parties. We have contractual terms with all freight providers that require any issues to be reported within tight deadlines.

### Damage to boxes, pallets or goods sustained while in transit:

If you are unhappy with the way the goods have arrived do not sign for the delivery, or sign to say it has been received damaged. Please ensure you provide a name and signature before the carrier leaves site.

Please provide us with photographs if:

- There is notable damage at point of delivery, we request that photographs are provided before processing the delivery.
- It appears pallet wrap, or boxes have been tampered with, we request photographs.
- No damage is visible at point of delivery however damage has occurred to the contents.

Please send your evidence to [sales@tools-trade.net](mailto:sales@tools-trade.net)

Any shortfall or damage must be reported within 3 working days of delivery and reporting the issue must follow the above requirements.

Outside of this time frame, a POD will be referred to and we will carry out a full investigation with an internal stock check, the resolution will be at the discretion of Tools of the Trade's Customer Support Team.

This is the fastest way to a resolution.

### ***Contact details for customer support:***

Lisa Mulla / Natasha Kane

Tel: 01527 559666

Email: [sales@tools-trade.net](mailto:sales@tools-trade.net)