



Claims Form

If you need to submit a claim for any of the following reasons: incorrect goods received, missing items, damaged items, you wish to return goods, or simply have a general complaint please fill out the form below and return.

You can submit the form either via email to ecomteam@hfloor.co.uk or via post to the following address: Creative Flooring, Unit 10 Haverscroft Industrial Estate, New Road, Attleborough, Norfolk, NR17 1YE.

A member of our claims team will aim to respond within 48 hours. Please remember to include any additional supporting evidence, e.g. photographs of damaged goods, so that we can assess your claim quickly and efficiently.

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|---|---|--|
| 1 | Name of Complainant | |
| 2 | Order Number | CF_____ |
| 3 | Contact Telephone Number | |
| 4 | Email Address | |
| 5 | Date Order was placed | |
| 6 | Date Order was delivered | |
| 7 | Nature of Claim | <input type="checkbox"/> Incorrect Goods Received <input type="checkbox"/> Missing Goods <input type="checkbox"/> Damage <input type="checkbox"/> Returns <input type="checkbox"/> General Complaint |
| 8 | If you have received the incorrect goods, please complete the following fields <i>(If not applicable, skip to Item 9)</i> | Incorrect goods received: _____ Goods that should have been received: _____ |
| 9 | If you are missing any items from your order please complete the following fields <i>(If not applicable, skip to Item 10)</i> | Missing item(s): _____ Quantity of missing item: _____ |

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| 10 | <p>If you have received damaged goods please complete the following fields</p> <p>PLEASE NOTE: clear images of the extent of the damage must be provided alongside your claim form as supporting evidence, any claim submitted without photographic evidence will be rejected</p> <p><i>(If not applicable, skip to Item 11)</i></p> | <p>Did you sign for goods as damaged: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Manufacturer: _____</p> <p>Colour of item: _____</p> <p>No. of damaged planks / lengths: _____</p> <p>Have you included the mandatory photographic evidence to show extent of damage: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| 11 | <p>If you wish to return any goods please complete the following fields</p> <p><i>(If not applicable, skip to Item 12)</i></p> | <p>Item you wish to return: _____</p> <p>Quantity you wish to return: _____</p> <p>Reason for return: _____ _____ _____ _____</p> |
| 12 | <p>If your complaint is of a general nature please provide as much detail as possible (e.g. customer service, delivery etc.)</p> <p><i>(If not applicable, skip to Item 13)</i></p> | |
| 13 | <p>Please state clearly how you wish the issue to be resolved (e.g. replacements to be issued, refund etc.)</p> | |

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| 14 | Any additional information that may assist with your claim | |
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By signing this form, I confirm that the information provided above is accurate and that if any false information has been supplied it could jeopardise my claim.

Signature: _____

Date: _____