

DAVID EDWARD

INSTRUCTIONS FOR FILING A LOSS OR DAMAGE CLAIM

IF DAMAGE HAS BEEN NOTED ON THE BILL OF LADING AT TIME OF DELIVERY:

David Edward will assume responsibility for filing the claim via BlueGrace and promptly develop and communicate plan of action to address damage.

This is a process that does not require a form to be submitted. BlueGrace will file the formal freight claim directly with the carrier. However, the following information will need to be transmitted via e-mail to your David Edward Account Manager to initiate the claim.

REQUIRED INFORMATION

- David Edward Sales Order Number (or alternatively the Pro / Bill of Lading #)
- Copy of original David Edward Invoice showing the value of the damaged or lost product (if available)
- Copy of original invoice showing the value of the upholstery textile if provided on a COM/ COL/ COV basis (only if applicable ...i.e. that the transit damage will require replacement of the upholstery textile)
- Digital images of damaged product
- Digital images of damaged carton and or packaging material (if applicable)
- Status of the ShockWATCH Label (has it been activated?) - Please refer to the Freight-Assist document
- Proof of delivery / signed Bill of Lading (BlueGrace can obtain directly from carrier if not available)
- Full contact information of the individual providing the information

David Edward will review the transit damage and determine if the claim can be mitigated by repairing the product. Accordingly we will calculate the cost (excluding transit related expenses) to salvage the product with a guarantee of repairing / restoring to original factory condition or alternatively claim its' full replacement value if a total loss.

David Edward will transmit the Information Packet with Repair or Replacement Quote to BlueGrace.

BlueGrace will manage the claim from this point forward including communicating directly with the carrier until final resolution. While the claim is being processed David Edward will proceed to address the transit damage at no cost to the customer. You will receive an acknowledgment of the Repair or Replacement order but note that BlueGrace will appear as the "Bill To" and accordingly receive David Edward invoice against the filed claim.

Alternatively you have the option of transmitting the above information directly to claims@mybluegrace.com in which event you need to include:

REQUIRED INFORMATION

- Remit to information so a check can be sent when a claim has been resolved and payment authorized

The individual transmitting the requested information will receive an e-mail confirmation in 24 hours acknowledging receipt of the claim and will be provided a BlueGrace reference number. If working directly with BlueGrace you will need to manage the claim from this point forward and advise David Edward if you need their assistance.

IF DAMAGE IS NOT REPORTED ON THE BILL OF LADING AT TIME OF DELIVERY:

Customer will need to accept responsibility for tracking the claim with BlueGrace and providing David Edward with a Purchase Order to address transit damage.