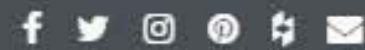


WINTER SALE

3% Off on All Products | Use code: **WINTER21**

Sale Ends In: **13** Days | **5** Hours | **20** Minutes | **44** Seconds

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FRAMELESS CABINETS

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SPECIAL OFFER DECEMBER 29 - JANUARY 12

WINTER SALE

3% Off

PROMO CODE: WINTER21

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Step 1: Starting on the homepage, hover over the person icon. A drop down menu will appear , click "claims"

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ORDER	CLAIM NO	PO#/JOB NAME	STATUS	LAST UPDATE	CLAIM
#98523	98534	CC-98523	Open	Dec 13, 2021 06:02:50pm	CLAIM
#98497	98499	CC-98497	Processing	Nov 18, 2021 10:35:19am	CLAIM
#98493	98528	CC-98493	Open	Dec 13, 2021 05:02:17pm	CLAIM
#98467	-	CC-98467	-	-	CLAIM
#98466	98533	CC-98466	Open	Dec 13, 2021 05:46:59pm	CLAIM
#98465	98535	CC-98465	Open	Dec 13, 2021 06:05:15pm	CLAIM

Step 2: The claims page will open displaying all your previous placed orders. \* Please note that only fully processed orders will appear.

Select the order that you would like to file a claim for by click the green "claim" button next to it.

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## VIP ACCESS

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## CREATE A CLAIM

### Claim Submission Form

It is imperative that we receive detailed information regarding your claim to avoid processing delays. Make sure you select the individual parts needed, upload pictures and/or videos for supporting documentation, and provide any additional detailed notes for the quickest resolution. We want to clearly understand the issues that you are having so that we can send out the replacement parts as quickly as possible and we use the information you give us to hopefully prevent future issues.

### What was the condition of your order when you received it?

- My order was received in good condition without any visual damages to the packaging or cartons.
- My order was received in poor condition showing visual damages to the packaging or cartons.

Please attach pictures of the damaged pallet and/or packaging.

No file chosen

### Order Information

Step 3: After selecting your order; you will be directed to the "Create a Claim" Form.

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## CREATE A CLAIM

### Claim Submission Form

It is imperative that we receive detailed information regarding your claim to avoid processing delays. Make sure you select the individual parts needed, upload pictures and/or videos for supporting documentation, and provide any additional detailed notes for the quickest resolution. We want to clearly understand the issues that you are having so that we can send out the replacement parts as quickly as possible and we use the information you give us to hopefully prevent future issues.

#### ★ What was the condition of your order when you received it?

- My order was received in good condition without any visual damages to the packaging or cartons.
- My order was received in poor condition showing visual damages to the packaging or cartons.

Please attach pictures of the damaged pallet and/or packaging.

No file chosen

### Order Information

Step 4: Starting at the top of the form, determine which option accurately describes your orders packaging. Next, you will need to attach any pictures or videos that will support your claim.

 **Order Information**

First Name

Cp test account

Last Name

do not process

Email

pankaj@commercepundit.com

Order Number

98467

PO#/Job Name

CC-98467

**Shipping Information**

We will ship your replacement pieces to the same location your original order was shipped to unless you indicate otherwise. Please enter an alternate shipping address below if required.

Street Address

Ahmedabad

City

Figure 6: Moving on to the next section of the form, you will notice that your information has automatically been populated. Please review this information. The replacement for approved claims will automatically ship to the location that the original order shipped to. However, you have the option to change the shipping address in this section. Please change the address if you chose to have the replacement shipped to a different location.

Maximum file size is 10 MB

#	ITEM NAME	ITEM QTY	UPLOAD IMAGE OR VIDEO	NOTES	MISSING
<input type="checkbox"/>	SA-SQDL - Decorative Legs - 3 inch	Claim Qty	<input type="button" value="Choose Files"/> No file chosen	<input type="text"/>	<input type="checkbox"/>
#	ITEM NAME	ITEM QTY	UPLOAD IMAGE OR VIDEO	NOTES	MISSING
<input checked="" type="checkbox"/>	SA-SQDL - Decorative Legs - 3 inch	<b>one</b> Claim Qty 1	<b>two</b> <input type="button" value="Choose Files"/> No file chosen	<b>three</b> <input type="text"/>	<input type="checkbox"/>

Step 6: In the “Items” section, you will see all the items that were on the original order. You will need to choose which of the item(s) you are making the claim for and specify the quantity (1). Attach all videos or pictures that correspond to the claim, as they are required for approval (2). In the notes, please specify what parts are needed or details regarding how the damage occurred. IE. Top Drawer front only for a sw-3db18 or missing hinge for a sd-b30 (3).

### Items

Maximum file size is 10 MB

#	ITEM NAME	ITEM QTY	UPLOAD IMAGE OR VIDEO	NOTES	MISSING
<input checked="" type="checkbox"/>	SA-SQDL - Decorative Legs - 3 inch	Claim Qty 1	<input type="button" value="Choose Files"/> No file chosen	<input type="text"/>	<input type="checkbox"/>

### Summary

#### DAMAGED PRODUCTS

SA-SQDL - Decorative Legs - 3 inch  
Claim QTY : 1

#### MISSING PRODUCT:

### Items

Maximum file size is 10 MB

#	ITEM NAME	ITEM QTY	UPLOAD IMAGE OR VIDEO	NOTES	MISSING
<input checked="" type="checkbox"/>	SA-SQDL - Decorative Legs - 3 inch	Claim Qty 1	<input type="button" value="Choose Files"/> No file chosen	<input type="text"/>	<input checked="" type="checkbox"/>

### Summary

#### DAMAGED PRODUCTS

#### MISSING PRODUCTS

SA-SQDL - Decorative Legs - 3 inch  
Claim QTY : 1

Step 7: Notice that there is a checkbox under the missing column. If left unchecked, you will notice that item(s) will appear in the summary section as being damaged. If checked, you will see the item(s) are moved to the missing products instead. Please appropriately check the box to fit your circumstance.

The image shows a screenshot of a web form with two sections for providing notes. The first section on the left has a label 'General Notes' circled in red at the top left, a large empty text area below it, and a 'SUBMIT' button at the bottom left. The second section on the right has a label 'General Notes' at the top left, a large empty text area below it, and a 'SUBMIT' button circled in red at the bottom center.

Step 8: In the next section, - please include all additional notes regarding your claim. Once you've made your additional comments and reviewed the form thoroughly, please hit the "submit" button.



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✓ Successfully sent claim request in admin. Admin will answer you soon.

ORDER	CLAIM NO	PO#/JOB NAME	STATUS	LAST UPDATE	CLAIM
#98523	98534	CC-98523	Open	Dec 13, 2021 06:02:50pm	CLAIM
#98497	98499	CC-98497	Processing	Nov 18, 2021 10:35:19am	CLAIM
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#98467	98536	CC-98467	Open	Dec 13, 2021 06:40:30pm	CLAIM
#98466	98533	CC-98466	Open	Dec 13, 2021 05:46:59pm	CLAIM
#98465	98535	CC-98465	Open	Dec 13, 2021 06:05:15pm	CLAIM

Step 9: Once you have submitted your form, take note of the next page you will be redirected to. You will notice next to the order number that you filed a claim for, will be a claim number in addition to a new status and time stamp for the last update. You will be able to refer to this same page to get further updates about the process of your claim. In addition, you will also receive status updates to the email associated with your account as your claim processes.