

ELEMENTS CLAIM POLICY

Elements International Group LLC has set procedures to help resolve damaged or defective product claims. Please review each section for procedures and expectations.

SPARE PARTS

Elements will first provide spare parts to resolve any damages or defects. Requests are generally processed and shipped via ground service within 2-3 business days, if in stock. Fees may apply for shipping if a product was damaged or lost by the customer.

The below items must be submitted to the [parts request form](#) or parts@elementsgrp.com:

1. Elements SKU # or Group Name and Description
2. Description of Spare Part needed
3. Attach photos or mark on Assembly Instructions
4. Attention to, shipping address, and phone #

If spare parts are not available, Chargebacks will review for other resolutions.

FREIGHT CLAIMS

If your order was shipped by your carrier, Elements is not responsible for filing a claim with the carrier if product was lost or damaged in transit.

If Elements schedules your order with our carrier and charges freight, Elements is responsible for filing a claim with the carrier if products are lost or damaged in transit.

Carrier/Shortage Claims

Domestic: report within **3 days from receipt of goods**
Containers: report within **10 days from receipt of goods**

*To consider a claim of this nature, it is mandatory for your receiving department to mark on the carrier's copy of the **Proof of Delivery (POD)** stating the product was received damaged.

Please note, the below articles are not covered

- Elements does not provide repair services
- Elements is not obligated to pay for additional fees the retailer may incur
- Elements will review for credit/replacement damaged items only, not entire sets
- Elements does not cover damage sustained to items placed on showroom floors

CREDIT OR REPLACEMENT REQUEST PROCEDURE

It is required for customers to follow the below for credit or replacement review, based on the Elements invoice price. If the below is not provided with requests, coverage for damaged product lies with the retail purchaser.

The below items must be submitted to chargebacks@elementsgrp.com before a claim will be reviewed:

1. The Elements SKU # or Group Name and Description
2. A brief description of the issue and desired resolution (credit or replacement)
3. Elements Invoice or Customer Purchase Order # the item was originally received on
4. Clear, visible photos of the damaged product

Damage Claims

Domestic: report within **15 days from receipt of goods**
Containers: report within **60 days from receipt of goods**

Water/Mold Damage Claims*

Domestic: report within **3 days from receipt of goods**
Containers: report within **10 days from receipt of goods**

*Photos of wet/molded items and the hole in the container are required

Service and Repairs:

Elements will review, within **1 year from the Elements Invoice date**, reasonable service and repair fees, up to 50% of the item's original invoice price.

RETURNS

Elements does not allow item returns. If an issue occurs upon delivery; accept delivery, take photos of the damaged product, and notate discrepancies on the POD.

Once the discrepancy is notated and photos are taken, send all information to our Chargebacks Department at chargebacks@elementsgrp.com, and our team will respond with a resolution.

Elements

