



Guidelines for Credit Requests

At Topflite, we go the extra mile to ensure your goods arrive on time & in good order. Unfortunately sometimes accidents happen. We want to ensure things are rectified quickly if there are any damages or errors in our orders. With your help we can make this process as quick & seamless as possible.

Here's some guidelines from the Topflite Team for Claims & Credits...

For **ALL Damage Claims & Credits** we ask that you:

1. Email all Damage Claims & Credits requests to: charissa@topflite.co.nz
2. State why you are asking for a credit: DOA (Damaged on Arrival) / undersupplied or oversupplied.
3. List: Store name, order number, TFL / Job number (from packing slip), and/or invoice number.
4. Check the packing slip – was the item on the packing slip, and was the weight ticked off?
5. What is your preferred result? A replacement or a credit?

For **ALL Damage Claims (DOA)** we **MUST be notified within 24 hours of receiving consignment so that we can claim from our freight provider.**

We also ask:

1. That the condition of consignments is checked on arrival to ensure there is no visible damage before signing off the delivery. i.e.:
 - Security tape and fragile tape in place.
 - Outer wrapping has no rips, tears, or holes
 - Overall appearance of pallet. (Anything different than normal?)
 - Can they see any spilt seed or other damage?
2. Note any damages or concerns with the driver and sign consignment as damaged.
3. A photo should be taken of the damage and sent with email request.
4. Please state where the damaged item was located on the pallet.
5. How much product was lost due to damages?
 - Are you able to use any of the goods? (Bag down or shop use?)

For **Under Supplied** consignments:

1. If an item is missing – double check packing slips and invoice.
2. State what is missing, size & quantity.

For **Over Supplied** consignments:

1. Is store happy to keep the item?
2. If you are happy to keep the item, please supply purchase order number, if required.
3. If not wanted we will arrange for collection by our Sales Team or courier company.

