

# *Shadow Mountain* Customer Service Request Form

**Name of Account:**

**Street Address:**

**City:**  **State:**  **Zip:**

**Account Contact:**

**Invoice#:**  **Invoice Date:**  **Style#:**

**Description:**  **Freight Carrier:**

**BOL#:**  **Date Delivered:**

**Freight Billing Method: (Check one)**      **Collect**       **Prepaid**

**Service Request is a result of (check one):**

**Manufact. Defect**     **Carrier Damage**     **Salesman/Administrative Error**

**Dealer Handling/Consumer Usage**     **Billing/Credit Dispute**

**DESCRIBE NATURE OF COMPLAINT:**

**NOTE:** If freight carrier liability is indicated or implied, a freight claim for damages must be filed with the carrier by the consignee and a copy of the claim must be attached to this form. Please be advised Shadow Mountain Inc. cannot process customer service requests without a copy of the freight claim.

Have you filed a freight claim with the carrier? (If applicable)      Yes       No

Have you or a factory rep personally inspected the merchandise?      Yes       No

Have you mailed or emailed photos of the merchandise to us?      Yes       No

**For Office Use Only**

**CSR Recvd By:**  **Date:**

**TVR:**

**RESOLUTION:**

<input style="width: 100%;" type="checkbox"/>	Repair Parts Being Sent to Customer
<input style="width: 100%;" type="checkbox"/>	Authorized Local Repair at Factory's Expense
<input style="width: 100%;" type="checkbox"/>	Authorized Discount of ____% and or \$_____ to Retain Merchandise
<input style="width: 100%;" type="checkbox"/>	Authorized Factory Return (RA) for Specified Merchandise
<input style="width: 100%;" type="checkbox"/>	Authorized Replacement Merchandise With and/or Without Charge
<input style="width: 100%;" type="checkbox"/>	Merchandise to be Donated or Discarded by Customer
<input style="width: 100%;" type="checkbox"/>	Credit for \$_____ and/or Repair Bill iao \$_____
<input style="width: 100%;" type="checkbox"/>	Charge back to the Vendor

**Office Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_      **Management Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Notes:** \_\_\_\_\_