



DECLARATION OF DONE CLAIM FORM

- Step 1. Locate your order details
- Step 2. Complete this claim form
- Step 3. Send the completed form to your customer service representative or account manager

Claim Date

Company Name

Order Date

Stramit Branch

Order No

Tell us about your experience

ON-TIME DELIVERY

My order wasn't delivered in-full, on-time and/or to specification



FAST ORDER CONFIRMATION

My order confirmation is inaccurate and/or not on-time



ACCURATE INVOICING

My invoice is inaccurate



Tell us about our performance

Not delivered in full (items missing)

Not delivered on-time (missed date)

Not delivered on-time (missed time, must have site time charge with order)

Not delivered to specification

Did not receive confirmation on the same day (order does not contain structural products)

Did not receive confirmation on the following day (order contains structural products)

Order contains non-typographic error

Overcharged

Make sure you qualify

Order value greater than \$500 (including GST)

Notified Stramit within two days of delivery

5% claim

10% claim (order placed two days prior to delivery and no order changes)

Order sent to Stramit before cut-off time

Notified Stramit prior to manufacturing

Correct pricing agreement or quote provided to Stramit with order

Notified Stramit with 5 days of invoice date

What have you included to help us process your claim

Photos

Original order

Invoice or quote

Other comments or feedback

October 2017