Reporting Product Discrepancies/Returns

Please follow these steps when receiving an order into your store:

1. Receive order.
2. Highlight or make note of any discrepancies or damages.
3. Email the discrepancies to BRT Distributing Admin using the email group “distributing” noting the vendor and titled “(Vendor) receiving discrepancies (date)”

**Note:** If you have a damaged product/bag IMMEDIATELY (within 1 working day) contact the sales rep/vendor for instructions on how to deal with it. If you do not know who to contact check with BRT Distributing Admin. Follow these directions and document them in an email to the “Distributing” email group.

1. If product is being returned make sure you fill in how it was returned, the date it was returned and the tracking number (if applicable).
2. You will be notified by head office when the claim has been completed and how it was resolved (eg, credit note, adjusted invoice, product replacement).

Signed:

Name (print) Title Signature Date

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