



34 Danforth St, Portland, ME, 04101 F: 1-207-221-8905
T: 1-888-HYDROGL (493-7645) E: orders@clearh2o.com

Check List—Damaged or Inaccurate Product Delivery

Thank you for reaching out and we look forward to resolving this issue as quickly as possible following receipt of the information below. Please return this form with the requested photos to orders@clearh2o.com.

Original Order Number: _____

Description of Product(s) and Damage:

Photos:

1. Case exterior showing both lot # and product name

2. If product damage claim:

If exterior damage upon delivery, case exterior showing damage

If interior damage upon opening case, product cups or pouches showing damage including damaged quantity

If irradiated product, any damage to interior bag encasing products

Product Replacement Needs:

Please specify if you require replaced product and the deadline for delivery. ClearH2O will investigate the cause of damage for each claim requested and determine appropriate follow up actions and whether any product should be returned to the company.

Shipping Policy: All shipments are F.O.B. Portland, Maine. We will not assume any liability in connection with shipment nor constitute any carrier as our agent. All products must be inspected for damage upon receipt by the customer. If the shipment is signed for by the customer with no indication of damage, ClearH2O will not replace the product or issue a refund for damage. Any damage discovered must be indicated by signature on the BOL and communicated to us within twenty-four hours, with accompanying photos featuring damage, Lot# and case count for each of the cases damaged. We reserve the right to ship products in any order and to make partial shipments. We reserve the right to stop delivery of products in transit and to withhold shipments in whole or in part if you fail to make payment to us when due or otherwise fail to perform your obligations hereunder. All shipping dates are approximate only.

Send all correspondence to ClearH2O Customer Service

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