Worldwide Foam
A Jacobs & Thompson Company

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How To Submit a Return Claim

We strive to provide best-in-class customer service at Worldwide Foam. Customer satisfaction and customer loyalty are key drivers in our business goals. That is why we want to hear from you if you should have an issue with your order. We have developed a brief step-by-step process for our customers to notify us when there is an issue so that we may quickly and efficiently provide resolution.

1. Upon receiving/ inspecting in-coming freight that was arranged by Worldwide Foam:

    a. If there is any packaging/shipping damage, then please notify info@worldwidefoam.com within seven (7) days in order for us to process a freight claim and issue any credits pending the outcome of the claim.

    b. <u>You will need to provide</u>:
        i. Pictures of packaging/shipping damage
        ii. Picture of shipping label and pick list/packing slip
        iii. Any other documentation that came with your order.

2. If you become aware of any shortages, overages, damaged or defective materials within your order.

    a. Please contact info@worldwidefoam.com immediately.
        i. **We must be notified within ninety (90) days of the invoice date**.

    b. <u>You will need to provide</u>:
        i. Pictures of your product issue
            - For tolerance issues please include pictures of your product being measured with calipers or drop gauges measuring at least 1" inside of the edges of the product.
            - Rolls are typically provided wider than the quoted width. Please be sure that measurements are taken within the quoted width.
        ii. Picture of shipping label and pick list/packing slip
        iii. Any other documentation that came with your order.

Please feel free to contact quality@worldwidefoam.com for any questions or assistance regarding any quality items.