

Today's Date \_\_\_\_\_

**CUSTOMER INFORMATION:**

- Customer: \_\_\_\_\_
- Contact Name: \_\_\_\_\_
- Phone: \_\_\_\_\_
- Email: \_\_\_\_\_
- PO #: \_\_\_\_\_
- GC Order #: \_\_\_\_\_

**Claim Information**

Defect \_\_\_\_\_

Requested Corrective Action:

- On Site Repair
- Return and Reship
- Return and Replace
- Replace, No Return

Date Completion is Required \_\_\_\_\_

**NOTE:** Please use this form to file a claim due to shipping damage, product defect, incorrect items or missing parts. For warranty claims, please fill out the warranty claim form.

Copy this form and email to:  
orderentry@glasscraft.com  
or fax to: 713-690-2919  
(Please include Subject line:  
Defect Claim Form)