



GARMENT CARE

CLAIMS FORM

Date: _____

Dear Customer,

We regret the issue with your garment; Garment Care strives to provide the best standard in quality and service to all our customers. Unfortunately, issues may arise resulting in a claim. We also understand that no amount of money can replace items of value, sentimental or otherwise to our customers so we work with a code of practice offering a fair claim guide to all customers. Please complete this form supplying us with the necessary details to process your claim within 7 days.

NOTE: In situations that a fair price cannot be established, proof of purchase is mandatory. Payments are made in naira ONLY using the prevailing CBN Rate.

Claims which remain unresolved within 3 months, not due to the fault or negligence of Garment Care, shall not be revisited after the period so specified.

Claims Terms and Conditions include:

1. Monetary compensation WILL ONLY be given with proof of purchase (A valid receipt)
2. Customers who are unable to provide a valid receipt will only be given 30% of the purchase price of the item if this can be verified (via internet or otherwise).
3. For garments of extreme value, Customer must have declared such garment to be an item of extreme value \geq \$1000 or its **equivalent** at reception and filled the Garment care extreme value form
4. Age and condition of the garment is taken into consideration in deciding the value of a used garment at the time of damage or loss. Worn garments are of lesser value than identical new garment. As such, the factors below will be considered:
 - i. Garments less than a year old and in good condition, 75% of the purchase price will be given on provision of receipt of purchase.
 - ii. Garments more than a year old and in good condition, 50% of the purchase price will be given on provision of receipt of purchase.
 - iii. Garments in poor condition, only 25% of the purchase price will be given on provision of receipt of purchase.
5. Once compensation is made; it is deemed as sufficient compensation for damages caused to your Garments thereby restricting you from instituting any legal action(s) or collecting the damaged garment.

Name: _____

Phone Nos: _____ Email: _____

Description of Garment: _____

Where purchased: Store, City and Country: _____

Purchase Cost of Garment: _____ Date of purchase: _____

Thank you for your patience and co-operation, your claim will be processed as soon as possible.

I hereby acknowledge that I have read, understand and agree with the Terms and Conditions stated

RECEIVED =N= _____ as full settlement of my claim

SIGNATURE/DATE: _____ CRM'S SIGNATURE/DATE: _____