

What to do if I have a claim with my recent shipment? Contact our customer service team at info@davidchristophers.com or by text at 256-389-9424, and one of our wonderful staff members will send a link in which the claim must be filed.

FAQ REGARDING CLAIMS

- **What constitutes as a claim with David Christopher's, Inc.?** Items that arrive damaged, defective, or missing.
"Please note that simply not being able to sell an item, a better price found later, or simply because you do not like the item in person does not constitute a claim."
- **Will I be refunded for the items on my claim?** Our claims department will review the claim. In most cases David Christopher's, Inc. will always reship any damaged item if possible. If we feel that we will be unable to reship your items in perfect condition a credit will be provided back to you.
- **Am I credited for the freight on claim items?** No, we do not credit freight charges on claimed merchandise.
- **How long do I have to make a claim?** You have 5 days from the time your shipment is received in order to file a claim. It could take up to 7 business days to fully process your claim.
- **Do I have to send photos of the items?** Yes, all photos must be emailed to info@davidchristophers.com. In order to file a claim on your behalf, photos are required.
- **Do I have to return the merchandise that is claimed?** Our claims department will advise if you will be required to return the product, or if it can be disposed.
- **Are there instances where only partial credit is given?** Yes, if your claim consists of only a small portion of the item being damaged such as a berry has popped, missing a small amount of glitter, etc., you will only be credited a percentage of the item cost.
- **Can I call in my claim with David Christopher's Inc.?** No, the claim must be filed electronically per the claims form. It is important that we keep adequate records of claims. This helps us if there is an issue with damage or quality to investigate where the problem is to correct the issues.