

Report Damages

Headquarters

Use the “Headquarters Orders” option for your recent order. You will need to provide photos of all damaged items:

- Damaged Goods
- Outer packaging
- Inner packaging

1. Select your tracking number from the email that was sent with your delivery date.
2. The tabs for Tabby Cakes and Miss Jo Cookies will automatically display what was shipped in that order.

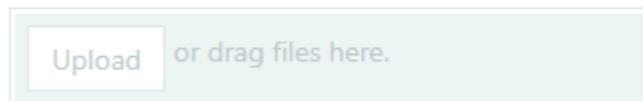
****Note****

Steps 3 and 4 will only appear if the specified item was shipped. If both sections appear but only one product line was damaged, enter 0 in the Count Damaged field; this will let you continue.

3. Tabby Cake Section

- a. Indicate if the product was frozen, not frozen, or partially frozen upon arrival.
- b. Count the number of damaged Tabby Cakes.
- c. Enter the flavor/color of the damaged product.
- d. Describe the damages, such as the outer box being heavily damaged or the cakes being squashed.
- e. Take photos of all damaged items.
 - i. Click the Upload button to upload the photos to the form.
 - ii. Or drag and drop the images over the field.

Upload photos *



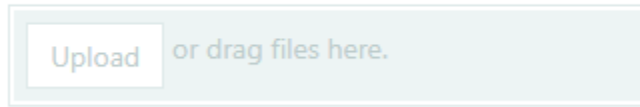
- f. The form will automatically determine if a new shipment will be sent the next day or if a store credit will be applied.

1. Miss Jo Sugar Cookies Section

- a. Enter the number of damaged cookies.
- b. Describe the damages, such as the outer box being heavily damaged or the cookies being squashed.
- c. Take photos of all damaged items.
 - i. Click the Upload button to upload the photos.

- ii. Or drag and drop the images over the field.

Upload photos*

A light blue rectangular box with a thin border. On the left side, there is a white button with the word "Upload" in blue text. To the right of the button, the text "or drag files here." is displayed in a light blue, sans-serif font.

- d. The form will automatically determine if a new shipment will be sent the next day or if a store credit will be given.
- e. The submit button will appear, labeled either
 - i. “Headquarters Credit” for store credits
 - ii. “Headquarters Replacement” for replacements.

If a replacement order is required, you will receive an email with the delivery date and tracking number. ****Note** Keep this email until after you receive and inspect the delivery. The tracking number will be necessary for reporting any damages.**