

# Report Damages

## New Location Openings

Use the “New Store Opening” option for your first order during the opening. Provide photos of all damaged items:

- Damaged Goods
- Outer Packaging
- Inner Packaging

1. Select your tracking number from the email that informed you of your delivery date.
2. The shipment details from Tabby Cakes and Miss Jo Cookies will automatically populate based on what was shipped.

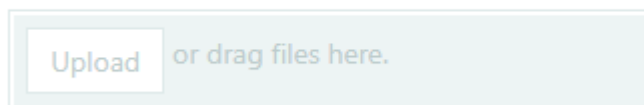
### **\*\*Note\*\***

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 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 them to the form.
  - ii. Or drag and drop the images into the field.

**Upload photos \***



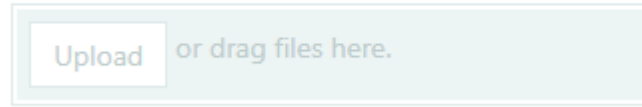
- f. The form will automatically calculate whether a new shipment will arrive within the next day or if a store credit will be applied.

### **4. Miss Jo Sugar Cookies Section**

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

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

**Upload photos\***



5. The form will automatically determine if a new shipment will be sent within the next day or if a store credit will be issued.
6. The submit buttons will appear, and their labels will depend on whether there is a store credit or a replacement:
  - a. For credits, a “New Store Credit” button will appear.
  - b. For replacements, a “New Store Replacement” button will appear.

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.**