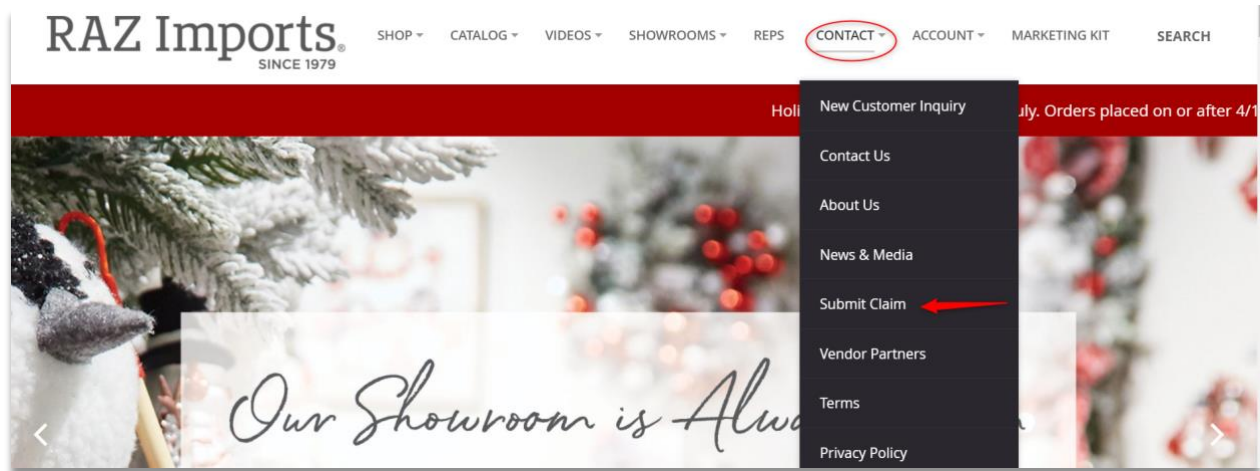


RAZ CLAIMS PROCESS | REP & CUSTOMER TUTORIAL

To start your claim, please log into your account on the Razimports.com.

Then, navigate to the **Contact** drop down, select **“Submit Claim”**:



You will then be redirected to our new **Raz Claims Form**:

RAZ CLAIMS FORM

[Submit Claim](#)

Account Information

ACCOUNT ID * ¹

COMPANY NAME

FIRST NAME * ²

LAST NAME * ³

EMAIL [EMAIL SHOULD BE PRIMARY CONTACT IN THE EVENT THAT PHOTOS ARE REQUIRED] *

PHONE *

[HELP](#)
[Click Here For Help](#)

Please enter the below details: (0)

INVOICE# [EX:INV1000000 OR CS1000000] *	REASON FOR RETURN/CLAIM	ITEM #	CLAIM QUANTITY [NOT TOTAL ORDER QUANTITY.]	DESCRIPTION
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add](#) [Cancel](#) [Remove](#)

[Submit Claim](#)

On this page, you are required to fill out all fields as shown on the screen (above).

- A. Account ID: The customer account number found on your invoice.
- B. First Name: Account representative or person filling out the form.
- C. Last Name: Same as above.
- D. Email: Primary contact or person who will submit images if needed.
- E. Phone: Best number for claim follow up if needed.

For help finding your Account ID and Invoice Number (for the step below), please use [Click Here for Help](#) link (circled in blue above). These numbers are shown on invoices or cash sale receipts.

The screenshot shows a web form titled "Please enter the below details: ()". It has a header with five columns: "INVOICE# [EX:INV1000000 OR CS100000]", "REASON FOR RETURN/CLAIM", "ITEM #", "CLAIM QUANTITY [NOT TOTAL ORDER QUANTITY]", and "DESCRIPTION". Below the header is a table with a dropdown menu in the first column. At the bottom of the form, there are three buttons: "Add" (with a checkmark icon), "Cancel", and "Remove". A red arrow points to the "Add" button. Below the form, a "Submit Claim" button is circled in blue.

For the details of the claim, you will need to enter the following information:

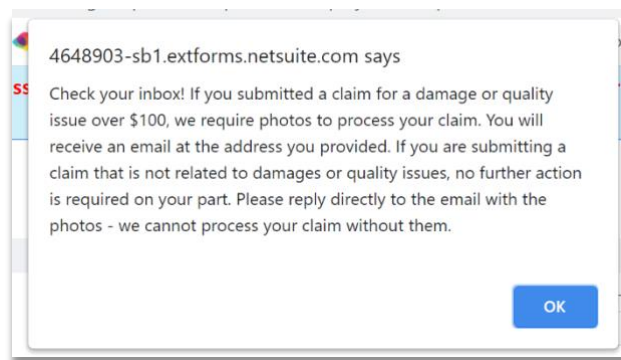
- A. Invoice #: Invoice or Cash Sale number associated with your claim.
- B. Reason for Return/Claim: Select reason from dropdown that best describes the issue for the item you are reporting. Note, issues with quality and damage over \$100 require you to submit photos via email.
- C. Item #: The item number for the item with the issue.
 - Item will validate against the invoice and not allow entry of an item that is not listed on the invoice.
 - The only exception to the validation is if a customer is reporting "Shortage" or Item not Ordered", in which case, it will allow the item to be entered.
- D. Claim Quantity: The number of pieces with the issue you're claiming.
- E. Description: A brief description of the problem (i.e., antler was broken, ordered but did not receive, etc.)

After each line is entered, you will need to click the "Add" button to allow for next entry.

Repeat process for each item and each invoice or cash sale for which you are filling the claim.

Please note, you can add multiple Invoices and/or Cash Sales to the same claim form.

Once you have added all items, you are ready to click the "Submit Claim" button, you will receive the pop up shown on the next page. This is a reminder to check your email and submit any pictures related to the claim. Remember, this only applies to issues with quality or damages. You can then press "OK" to continue.



Once you select “OK”, you will then be redirected back to the **Claim Confirmation Page** as shown below:

The screenshot shows the RAZ Imports logo at the top left, with the text "SINCE 1979" below it. A dark grey header bar contains the text "Claim Confirmation" in white. Below this is a light green box containing the following text: "Thank you for submitting your claim. We have emailed you a case number." "If you have submitted a claim regarding a damage or quality issue over \$100, we require photos in order for us to continue processing your claim. Please reply to the email with your case number by attaching all supporting photos within 24 hours of submitting your claim." "We sincerely apologize for any issues with your shipment and appreciate your help in our efforts to ensure the highest quality product and experience for our customers." "If you have any questions, please contact us at razclaims@razimports.com or 800-443-3540." "Best Regards, Customer Support | RAZ Imports, Inc." At the bottom center of the page is a blue button labeled "HOME". A blue circular button with a white upward-pointing arrow is located in the bottom right corner of the green box.

Clicking the “Home” button will then return you back to Razimports.com.

But wait! Please be sure to check your email for confirmation. Example shown on the next page.

The screenshot shows an email confirmation from RAZ Imports. The text reads: "Dear (customer name), Case #CASE1111 has been assigned to your claim submitted on mm/dd/2021." "If you are claiming a damage or quality issue over \$100, please reply directly to this email and attach all supporting photos within 24 hours of submitting your claim. We will not be able to process your claim or issue you credit without supporting photos." "If you are submitting a claim that's not related to damages or quality issues, no further action is required on your part." "Once you submit your photos, a member of our Customer Support team will respond to your case as soon as possible. Again, we sincerely apologize for any issues with your shipment and appreciate your help in our efforts to ensure the highest quality product and experience for our customers." "If you have any questions, please contact us at Razclaims@razimports.com or 800-4433540." "Best Regards," "RAZ Imports SINCE 1979" "Customer Support | Raz Imports, Inc" "1020 Eden Rd., Arlington, TX 76001" "Razclaims@razimports.com" "Direct: 800-443-3540"

If you submitted a claim for damages or quality issues over \$100, you will need to reply directly to the email (example above) with your images. This will automatically add them to your case. Once you do that, no further action is needed, and a member of our Customer Support team will begin working on your case.

If you did not submit a claim for damages or quality issues, no further action is needed on your part and we will be working on your claim.

If you have any questions, don't hesitate to reach out to our Customer Support team at raz@razimports.com or 800.443.3540.