



1455 South 7th Street
Louisville, KY 40208
P: 502-637-1840
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Email: alli.blueocean@gmail.com

Claim Prodedures

- Damages / Claims must be reported within 7 days of receipt of shipment.
- Pictures are required for all damage claims. CLAIMS WILL NOT BE PROCESSED WITHOUT A PICTURE OF THE ITEM.
- Please email all pictures to: alli.blueocean@gmail.com with the name of your company and "claim" on the subject line. (example: "ABC Interiors Claim")
- Please keep packing (e.g. pallets, boxes, bubble wrap, etc) until after inspection of all items received.
- You will receive confirmation of your claim within 48 hours.
- Please note, claim resolutions are handled by the 1st and 15th of each month.
- Replacements for claims are based on availability at time the claim is received. If there is no stock of that item, we will credit you back the amount that was charged for that item.
- Credit amount is to be determined after receipt of claim form.
- IF YOU NEED ADDITIONAL INFORMATION CONCERNING YOUR CLAIM, PLEASE CORRESPOND VIA FAX OR EMAIL.

Claim Form

Company Name: _____ Today's Date: ____ / ____ / ____
Phone: _____ Fax: _____ Email: _____
P.O.# _____ Blue Ocean Shipment / Order No: _____

Blue Ocean Item No: _____ Qty: _____
Description of Item: _____
Problem: _____

Proposed Resolution: Credit Back Repair Cost Requested Replacement

Blue Ocean Item No: _____ Qty: _____
Description of Item: _____
Problem: _____

Proposed Resolution: Credit Back Repair Cost Requested Replacement

Blue Ocean Item No: _____ Qty: _____
Description of Item: _____
Problem: _____

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