

Report Damages

Store Locations

Use the “Weekly Orders” option for locations that have ordered before. 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 informed you of your delivery date.
2. The Tabby Cakes and Miss Jo Cookies sent will automatically populate what was shipped in that order.

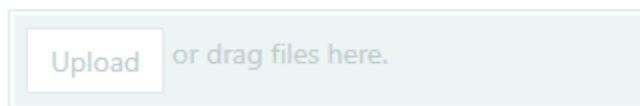
****Note****

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

3. Tabby Cake Section

- a. Select 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, e.g., the outer box was heavily damaged, the Tabby Cakes were squashed, etc.
- e. Take photos of all damaged items.
 - i. Click on the Upload button to upload them to the form
 - ii. Or drag and drop the images over the field.

Upload photos*



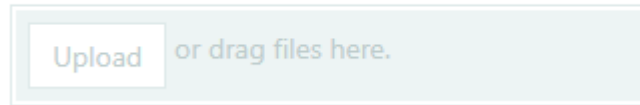
- f. The form will automatically calculate if a new shipment will be sent within the next day or if a store credit will be applied.

4. Miss Jo Sugar Cookies Section

- a. Enter the number of damaged cookies.
- b. Describe the damages, e.g., the outer box was heavily damaged, the cookies were squashed, etc.
- c. Take photos of all damaged items.
 - i. Click on the Upload button to upload them to the form

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

Upload photos*



- d. The form will automatically calculate if a new shipment will be sent within the next day or if a store credit will be applied.
- e. The submit buttons will appear, with the name depending on whether there is a store credit or a replacement.
 - i. For credits, the “Store Credit” button will appear.
 - ii. For replacements, the “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 the delivery has been received and inspected. The tracking number will be required to report any damages.**