This form is used to report any extra items (shortages), missing items (shortages), damaged, or defective items from your shipment. **Please email this completed form with any necessary documentation or photos to delivery@kendallhunt.com .**

Cartons shipped from our warehouse may contain all of the same ISBN or different ISBN’s. Some books are sold in sets and the ISBN that is on your invoice shows the set ISBN with the volume ISBN below and $0.00 as the cost. Please make sure when you are receiving the books, you are counting each **individual ISBN** as it arrives. Use the packing slip as a guide and mark it based on what was shipped and what was received.

Make sure you remove each book from the carton when you are receiving the material and report any damages or shortages immediately using this form. **Note: A shortage is defined as receiving fewer books than shown on the packing slip or invoice.** Please make sure the missing books are not on back order or shipping separately. If you did not order enough books for your classroom, a new order will need to be placed. Please do not report this as a shortage.

Please keep in mind, some kits and trade books are shipped separately from a location other than our main warehouse.

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| **Purchase Order or Kendall Hunt Order # -** | | | | | | |
| **Invoice # -** | | | | | | |
| **Date Order Received -** | | | | | | |
| **Contact name, phone #, and email address –** | | | | | | |
| **Is the issue due to damage caused by the carrier? If yes, please save packaging and attach photos.** | | | | | | |
| **Is the issue due to insufficient packaging materials? (cartons intact, material inside damaged) If yes, please describe and attach photos.** | | | | | | |
| **Instructions – Please fill in the table below and highlight the primary issue and requested resolution here. Please use the packing slip or invoice for reference when completing this form.**  **Primary Issue -**  **Overage** – Extra items received.  **Shortage** – Items invoiced, but not received.  **Damage** – Items received in poor condition due to warehouse or carrier issue. (Add details in comment section. Photos recommended)  **Defective** – Missing/wrong pages, cover upside down, any type of printing error. (Add details in comment section. Photos recommended)  **Preferred Resolution** **–**  **No- Charge Replacement (NCR) –** A replacement order will be shipped at no cost.  **Credit –** A credit will be issued for missing or damaged items.  **Notes or comments:** | | | | | | |
| **Product ID/ISBN** | **Description/Title** | **Shipped Qty.** | **Received Qty.** | **Total # short or extra** | **Issue** | **Resolution** |
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