



## Procedure for reporting damaged stock - Earth Renewable cleaning products

**STEP 1:** Take a picture of the damaged product and the damaged packaging. The Consignment note (the sticker label) also needs to have a photograph taken of it so Earth Renewable can determine which carton was damaged.

**STEP 2:** Notify Karen at Help2Buy as soon as possible so she can notify Earth Renewable as they need to enter it into their risk tracker and contact the freight company that delivered the order. Please provide as much information as you can.

**STEP 3:** If step 1 and 2 are followed, Earth Renewable will send replacement stock to the service ASAP.

**\*\*\*Please note** - if you receive a delivery and the boxes looked damaged, you do not need to accept the delivery OR you can check the delivery whilst the delivery driver is there if you see a damaged box.