



**DUCHESNE**  
Solidly Dependable®

DUCHESNE  
**CLAIM POLICY**

[WWW.DUCHESNE.CA](http://WWW.DUCHESNE.CA)

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### 1. INTRODUCTION

Prior to any return of merchandise or refusal of delivery, you must contact customer service at **1-800-567-2164 ext. 5251** to obtain a return authorization number. No returns will be accepted without prior approval and a return shipping fee will be charged.

Unless otherwise specified in writing by Duchesne, merchandise must be returned in its original packaging. Duchesne reserves the right to choose the shipping company and the pick-up date.

### 2. DAMAGED MERCHANDISE OR MISSING MERCHANDISE

Duchesne's responsibility ends when the merchandise has been handed over to the carrier. Before signing for delivery, you must inspect your order. If there is a damaged or missing package, you must indicate it as such on the delivery slip. In addition, Duchesne must be notified within 72 hours of receipt of any damaged or missing package.

Beyond the 72-hour period, due to the increased risk of breakage or loss of merchandise, Duchesne reserves the right to refuse any claim for damaged or missing merchandise.

### **3. DEFECTIVE MATERIAL**

Only online claims will be accepted. Please refer to the claim procedure described at the end of this policy.

### **4. WRONG MERCHANDISE RECEIVED**

A claim for this type of situation must be submitted within the 15 days following the delivery of the merchandise. After this period of time, due to the increased risk of tracking the merchandise after delivery, Duchesne reserves the right to refuse any claim for this type of situation.

### **5. CANCELLATION OR REQUEST FOR RETURN OF OVER STOCK**

Please note that a 20% handling fee (minimum of \$75) is applicable on all returns of merchandise in case of cancellation by the dealer.

**We would like to remind you that all custom-made products are non-cancelable, non-returnable and non-refundable.**

### **6. RETURN OF CONSIGNED MERCHANDISE**

Please note that there is no charge for the return of invoiced beams and reels that are returnable for credit.

**Unpaid invoices must be paid in full before reimbursement is granted. The assignment of a return authorization number does not guarantee that the merchandise will be refunded. Merchandise must first be inspected at our warehouse to confirm that it is still suitable for sale. In the event that the merchandise is damaged, the refund will be refused.**

### **7. PROCEDURE TO FOLLOW**

Go to our website at [www.duchesne.ca](http://www.duchesne.ca) and select «customer portal», then click on the «customer service» tab. You will then be able to create your own claim request by providing us with the information required to submit your request.

#### **7.1. FOLLOWING THE SUBMISSION OF YOUR REQUEST**

You will receive an automated acknowledgement of receipt including a reference number to facilitate your follow-up. If you do not receive a confirmation email, it is likely that the sending of your submission failed. In this case, please contact our customer service to ensure that your claim is processed. Our team will be happy to support you if technical problems prevent the transmission of your request.

## 7.2. FOLLOWING THE RECEPTION OF YOUR REQUEST

We will carefully study your request and will take all the necessary information to process it as soon as possible. Please be aware that we will contact you if we need additional information to process it.

After review, we commit ourselves to respond to your claim within 3 business days. If we are unable to respond within this time frame, we will contact you to inform you of the reason for the delay and indicate how soon we will be able to respond.

## 8. CONTACT US

### Customer Service

Email address: [customerservice@duchesne.ca](mailto:customerservice@duchesne.ca)

Phone: 1-800-567-2164 ext. 5251

## 9. USEFUL LINKS

Customer portal: <https://extranet.duchesne.ca/en/#login>

Support section on our website: <https://www.duchesne.ca/en/customer-support-portal/>