



## Damaged & Broken Packages

Below are instructions for what to do if you receive damaged packages and/or broken stoneware.

### **UPS DAMAGED PACKAGES OR BROKEN STONEWARE DO NOT THROW AWAY ANY PACKAGING, BOXES, OR PEANUTS.**

**You will need to file a report with UPS by calling 1-800-742-5877**

1. Select "Track a Package" from voice prompt.
2. When asked for the Tracking Number say "Agent".
3. When the customer service agent answers tell them that you need to report a DAMAGED PACKAGE.

**Two things that the agent will need:**

- Tracking Number
- Value of broken merchandise

**After you report the damage, let us know and please forward any photographs of the damaged product and packaging.**

### **FEDEX DAMAGED PACKAGES OR BROKEN STONEWARE DO NOT THROW AWAY ANY PACKAGING, BOXES, OR PEANUTS.**

**You will need to file a claim with Deneen Pottery by sending an email to:  
[info@deneenpottery.com](mailto:info@deneenpottery.com)**

**Things that we will need:**

- Order Number
- 4-6 photos of the following items:
  - All of your broken mugs
  - Packaging materials used
  - Interior of the damaged box
  - Shipping label with legible tracking number
  - Exterior of the damaged box

**FedEx will only honor claims received within 30 days of the receipt of packages.**