



# Damaged or Missing Product Policy

## **NEWLINE DAMAGED PRODUCT POLICY**

If a shipment is received with damaged items, it must be notated on the delivery receipt at the time of delivery. If it is not notated on the delivery receipt, Newline must be notified within 5 days of delivery (including weekends), in order to reship the damaged items at no cost. In certain situations, we may be able to make an exception to this policy but that will be weighed on a case-by-case basis.

## **NEWLINE MISSING PRODUCT POLICY**

If a shipment is received with missing items, it must be notated on the delivery receipt at the time of delivery. If it is not notated on the delivery receipt, Newline must be notified the same day as delivery in order to reship the missing items at no cost. In certain situations, we may be able to make an exception to this policy but that will be weighed on a case-by-case basis.

## **HOW TO CONTACT NEWLINE IF YOUR SHIPMENT IS DAMAGED OR MISSING**

Call **(833) 469-9520**, email [support@newline-interactive.com](mailto:support@newline-interactive.com), or use form at [newline-interactive.com/usa/contact-us/](https://newline-interactive.com/usa/contact-us/)