

Guide on How to Report Damaged Mirror




1 Capture Packaging

Take a photo of the damaged product. Show a photo of the whole product while it is still inside the packaging. It is advisable to take a photo of it before unboxing the product.



2 Capture Product

Take photos of all four sides of the product, including angles from the front, left, right, and back. It is highly recommended to also take a video.

 Damages must be reported within 24 hours of receiving the package.

<https://www.evervue.com/report/>

EVERVUE Products Manuals Customers Support Contact Buy Schedule a Call

Please report any damages or missing items promptly upon receipt.
Our commitment to delivering your items damage free is backed by an excellent guarantee, and our insurance mandates that all damages be reported within 24 hours of delivery.

*Name: _____
*Email Address: _____
*Address where the product is located at the moment: _____
*Zip code: _____
*Country: United States ▼
*Is this different from the original shipping address:
 Yes No

Contact Information
*Name: _____
*Phone Number: _____
Company Name (if applicable): _____

Please provide Order information, so that we can look up for your order

3 Submit the Report

Please submit your report at [evervue.com/report](https://www.evervue.com/report) and fill in all information, including your name, order number, photos, and any other relevant documents.

All of our transactions are governed by our terms and conditions, which can be found at www.evervue.com/terms. By using our website and purchasing our items, you agree to our terms and conditions. Evervue will email you the terms and conditions in PDF format if you request it. Unless otherwise specified and agreed upon, all sales are final, non-refundable, and non-exchangeable.

Transport Damage Policy: All deliveries MUST be inspected on receipt and any damages MUST be reported within 24 hours of receipt by submitting report to [evervue.com/report](https://www.evervue.com/report) that contains: the order number, photos of the damage and other information that you believe is relevant. Also, the product MUST be on the location of the original delivery address. Transporting the products to another location is fully for the responsibility of the customer.

Bench Testing requirement: After taking the product out the packaging, customer is required to test the product before installation. This is to detect possible internal defects caused by transportation. Evervue, the seller cannot be held liable and responsible for any damages or defects that occur or are discovered after the bench test. Failure to test the product prior to installation makes any internal and external damage caused by handling and transportation the sole risk of the buyer. The bench test include: Connect to power, turn on the TV and or mirror and look for clearly visible defects. Any defects must be reported, with pictures to www.evervue.com/report