

Claim or Discrepancy Procedure

Dear Valued Customer;

Your Kheops order has been packed with special care, please unpack carefully

After checking the content of your order, please make sure:

1. That you did receive all the boxes. Multiple box shipment may arrive a day or two apart. The quantity of boxes is mentioned on your shipping label.
2. Completely unpack all boxes
3. Double check to make sure small pieces are not lost in the packing material
4. Check the goods received against the invoice, to make sure the item is not out of stock or discontinued.

If there are any broken, damaged or missing items, please let us know by filling out the form "Claim Report" and send it to us by

Fax: (800) 713-0634

E-mail: customers@kheopsinternational.com

Mail: Kheops International, P.O. Box 177, Colebrook NH 03576

If there is any broken items, please do the following:

1. Save all boxes, packing material and broken merchandise.
2. If it is not possible for you to fax or e-mail us the "Discrepancy Report", you may call our customer service (800) 215-8705, in the event that we need to file a UPS or Fed-Ex claim, we will ask you to request a damage inspection by calling the shipper within 3 days.

UPS: 800-7423-5277 Press 0 for customer service

Fed-Ex: 800-463-3339

In some circumstances, we might need to hear from UPS or Fed-Ex before any credit or replacement can be issued.

Despite our best efforts, breakage or errors may occur. We appreciate your patience and understanding. We are looking forward to assisting you with any of your concerns.

Thank you

The Kheops Team