



We Love Macs® Lost/Delayed Shipping

Please use this form if your shipment has been lost or delayed by the shipping company.

We are sorry for the loss or delay of your shipment. We Love Macs® wishes to do everything in our power to satisfy you. In order to find your shipment or refund your money, please completely fill out this form, sign it and fax it back to 1-408-350-0345.

Your order number (required) _____ Your tracking number (required) _____

Shipping method _____

Credit Card (required for refunds or charges) _____ exp. _____

Action Requested:

- Reship order – If the shipment goes beyond the following times, we will reship at no expense. If you wish to reship before these time periods, we will charge your credit card and you may claim insurance or return for refund after the time period.
 1. Fedex, UPS Red/Blue/Orange, or Airborne. The next day after courier scheduled delivery including any weather or system delays.
 2. UPS Ground, express mail or priority mail – 3 weeks after shipment date or if UPS or the Post Office has declared it lost.
 3. Airmail – 45 days after shipment-we will recharge your card for shipping costs.
- Claim Insurance – In the case of shipping damage, you must call the shipping company and have them inspect the package as soon as you have found damage.
 1. Shipment was by Fedex, UPS, or Airborne. USPS does not provide insurance.
 2. Fedex, UPS, or Airborne has declared the package officially lost or damaged.
 3. We will credit your insurance after Fedex, UPS, or Airborne has credited us.
- Shipping Refund – To qualify for shipping refund you must meet the following criteria:
 1. Package was shipped within USA by Fedex 1,2,3 day, UPS 1,2 Day, or Airborne 1 or 2 day.
 2. Package was delayed beyond the time guaranteed by the courier.
 3. The courier agrees to reimburse We Love Macs®.

I certify that the statements in this form are correct. I have not initiated a credit card chargeback or any other action, which will adversely affect We Love Macs®. Furthermore, if I do receive two shipments, I will return one immediately, or pay for the second shipment.

X _____ Print Name & Title _____