

Damage Claim Policy

Effective Date: [Insert Date]

Last Updated: [Insert Date]

At **Cronida Industrro Tools & Supply Equipment** ("Industrro", "we", "our", "us"), we are committed to ensuring that all buyers receive products in good condition. This **Damage Claim Policy** outlines the process, eligibility, and conditions under which users may submit a claim for damaged products.

1. Eligibility for Damage Claims

- **All product SKUs** listed and sold on our platform are eligible for damage claims.
 - **Used, mishandled, or tampered products** are strictly **not eligible** for damage claims.
 - The product must be reported as damaged **within 1 hour** of delivery to qualify.
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2. Mandatory Proof for Claim

To submit a valid damage claim, the buyer must provide the following:

- **Clear photographs** of the damaged product from multiple angles
- Images of the **outer packaging** showing any visible damage

Photo evidence is mandatory. Claims without proper photographic proof will be rejected.

3. Reporting Time Frame

- All damage claims **must be reported within 1 hour** from the time of delivery.
 - Claims reported **after the 1-hour window** will not be accepted under any circumstances.
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4. Claim Submission Process

Damage claims must be submitted directly through our platform:

To submit a damage claim:

1. Go to your **Order History** on our platform
 2. Select the damaged order
 3. Click **"Damage Claim"**
 4. Upload required photos and provide a brief description
 5. Submit the claim for review
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5. Claim Review and Approval

- All claims are **verified and approved by the Cronida Industrro team**.
 - Our team may contact you for additional details or clarification.
 - Upon validation, claims are processed and settled **within 3 – 5 working days**.
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6. Resolution for Approved Claims

If your damage claim is approved:

- The **full value of the only damaged product** will be **credited to your Cronida wallet**.
 - This wallet balance can be used for future purchases on the platform.
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7. Return of Damaged Products

- Buyers are required to **return the damaged product** in its original packaging (if applicable).
 - **Cronida Industrro will bear the full cost of return shipping.**
 - Our logistics partner will arrange pickup once the claim is approved.
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8. Rejection of Damage Claims

Damage claims will be **rejected** under the following conditions:

- Claim submitted **after the 1-hour window**
 - Failure to provide valid photo evidence
 - Product was **used, tampered** or damaged due to **misuse**
 - Attempt to **fraudulently claim damage** on functional products
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9. Final Authority

Cronida Industrro Tools & Supply Equipment reserves the **sole right** to verify, approve or reject any damage claim based on internal assessment. Our decision on the outcome of each claim shall be **final and binding**.

10. Contact and Support

For support or questions related to damage claims, please contact our team through the **Help & Support** section of the platform.

By using our platform and placing an order, you acknowledge and agree to this Damage Claim Policy. We encourage all buyers to inspect delivered products immediately and report any damage without delay.