

PRODUCT SHIPMENT FEEDBACK & ISSUE RESOLUTION PROCESS



QUICKLY CONNECT WITH OUR CUSTOMER CARE TEAM

PROVIDE FEEDBACK & RESOLVE SHIPMENT ISSUES

HOW IT WORKS:

1. **Scan the QR code** on your packing list using a smartphone
2. A submission form will open, and the delivery number will automatically populate

Select the checkboxes that apply to your specific delivery issue:

- Damaged item(s) – Item is damaged (Please continue to note shipping damage on carrier paperwork)
- Missing Item(s) – Item on the packing list is not included in the shipment (Please continue to note shipping shortage on carrier paperwork)
- Wrong Item(s) – Incorrect item is delivered
- Wrong Delivery Location – Item was delivered to the wrong location

Provide your **contact information**. We recommend distributors guide their warehouse personnel on how they want contacted as a company.

You have the **option to upload a photo** of the issue

3. Click **"SEND"** to complete the submission. Our customer care team will contact you within 2 hours

FAQS:

1. **Do I still need to contact my local office?** No - our customer care team will reach out to you.
2. **Do I still need to sign for shipping damage and shortages?** Yes - please continue to note shipping damage and shortages on carrier paperwork.
3. **Can I upload pictures?** Yes - please upload images in .jpg .png or .gif formats.

Contact your Lincoln Electric Sales Representative for full details.

CUSTOMER ASSISTANCE POLICY

The business of Lincoln Electric is manufacturing and selling high quality welding equipment, automated welding systems, consumables, and cutting equipment. Our challenge is to meet the needs of our customers, who are experts in their fields, and to exceed their expectations. On occasion, purchasers may ask Lincoln Electric for information or technical information about their use of our products. Our employees respond to inquiries to the best of their ability based on information and specifications provided to them by the customers and the knowledge they may have concerning the application. Our employees, however, are not in a position to verify the information provided or to evaluate the engineering requirements for the particular weldment, or to provide engineering advice in relation to a specific situation. Accordingly, Lincoln Electric does not warrant or guarantee or assume any liability with respect to such information or communications. Moreover, the provision of such information or technical information does not create, expand, or alter any warranty on our products. Any express or implied warranty that might arise from the information or technical information, including any implied warranty of merchantability or any warranty of fitness for any customers' particular purpose or any other equivalent or similar warranty is specifically disclaimed.

Lincoln Electric is a responsive manufacturer, but the definition of specifications, and the selection and use of specific products sold by Lincoln Electric is solely within the control of, and remains the sole responsibility of the customer. Many variables beyond the control of Lincoln Electric affect the results obtained in applying these types of fabrication methods and service requirements.

SUBMISSION IS EASY

Scan QR Code



Fill Out Submission Form

Did you have an issue with your shipment?

While we want to hear we don't meet your expectations, please fill out this form to help our Customer Care team reach out to you to assist.

Shipping Number:

What specific issue(s) did you have?

Damaged Item(s)
 Missing Item(s)
 Wrong Delivery Location

Who should we contact?

First Name:

Last Name:

Enter your Job Title:

Please enter an email address or phone number:

Email:

Phone Number:

Enter your phone number:

Want to share more details with us? Upload a picture of your issue below. File must be in a .jpg, .png or .gif format.

Upload File:

You are about to provide us with your personal information. Please review our Privacy Policy. You can have our contact info and other personal information. To change, click "Edit". Agree to the release of public information and personal information. We are not affiliated with the U.S. Postal Service. We are not affiliated with the U.S. Postal Service. We are not affiliated with the U.S. Postal Service.

*Required

Option to Upload Photo

