

# How to File a Claim Online

**STEP 1:** At the top of the website, click My Account and select Retailer Dashboard.

**STEP 2:** Select Orders, Invoices & Claims from the left hand menu.

**STEP 3:** Click the File a Claim link from the Orders, Invoices or Claims screens.

**Orders & Claims**

ORDERS INVOICES CLAIMS

Search by Brand, Invoice #, PO #, Order #

Select Date Range: 10/14/2020 - 10/14/2021

Status: All

Brand: All Brands

[File A Claim](#)

Brand	Order #	Order Date	Original Order Total	PO #	To Be Shipped	Status
Creative Co-Op	[REDACTED]	8/13/2021	\$235.01	[REDACTED]	4 Items/\$217.60	Open
<a href="#">Show Details</a>						
Creative Co-Op	[REDACTED]	7/17/2021	\$324.86	[REDACTED]	4 Items/\$300.80	Open
<a href="#">Show Details</a>						

**STEP 4:** Follow the instructions to find the Invoice that you need to file a claim against.

**STEP 5:** Click the Start Claim button on the right side of the screen.

**File A Claim**

To file a claim on an order that shipped more than 60 days, please [contact us](#).

Select an invoice below to start a claim

Search by Customer #, Name, Number, Company Name, State, ZIP Co

Select Date Range: 8/15/2021 - 10/14/2021

Filter By: All Brands

Brand	Invoice #	Ship Date	Order #	PO #	# Of Items	Invoice Total	
Creative Co-Op	[REDACTED]	10/9/2021	[REDACTED]	[REDACTED]	0	\$1,815.80	<input type="button" value="Start Claim"/>

**STEP 6:** Click either one of the Select Products buttons.

Invoice #	PO #	Order Date	Ship Date	Invoice Total
[REDACTED]	[REDACTED]	3/22/2021	10/9/2021	\$1,815.80

+ [Add Products by SKU](#) Select Products

**Let's start the process**

Use the Select Products button to add products to the claim from your invoice.

Select Products

**STEP 7:** Follow the instructions on screen to find the products that need to be included in the claim.


**STEP 9:** Click the Select Products button. Don't worry, you can add or change the selections later if needed.

**STEP 10:** Click to select as many products as needed.


### Add items to your claim

Or add products by SKU instead


Search



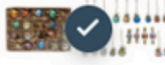
Sku#XM6052  
**Birch Wood Branch and Rope Hanging Tree**  
\$7.60 each



Sku#XM6424  
**Velvet Bird Clip-On Ornaments, Boxed Set of 3**  
\$4.40 each




Sku#XM7546  
**5\"W Metal and Glass Bead Bee**  
\$5.20 each



Sku#XM7787  
**Glass Ornaments with Tinsel, Boxed Set of 20**  
\$14.40 each

Sku#XM7796  
**3\"H Glass Mouse Ornament**  
\$4.40 each



Sku#XM7798  
**Mercury Glass Finial Ornament with Tinsel**  
\$4.60 each

Select Products

- STEP 11:** Select the affected quantity of each product in the claim and provide the required information.
- STEP 12:** Read the criteria on screen to determine if your claim needs to include pictures of the product. If so, use the upload feature to select images from your device.
- STEP 13:** A member of our Customer Service Team will review the claim and be in touch soon to advise on disposition of items. Please do not dispose of merchandise unless directed.

**Please note claims processing can take up to 15-20 business days to complete once all information has been provided. Thank you for your patience while we work to resolve this issue.**