

How to File a FedEx Claim

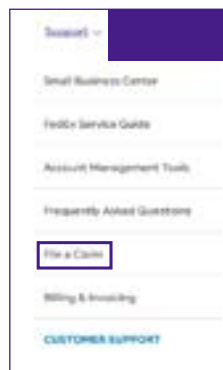


When you choose a NOVA luminaire, you have invested in quality from a brand with over 100 years of expertise. Our lighting is crafted and packaged with care to reach your home in pristine condition, just as it left our workshop. Each piece has been quality inspected three times before you received it. Our goal is to keep our finely crafted products out of landfills, minimizing returns for the benefit of both you and the environment.

Once your package leaves our workshop, we must trust in the team at FedEx to deliver that package with care to your home or place of business. Sometimes, however, the team at FedEx is not as careful as they should be.

In such cases, you have recourse and can file a claim to get a refund and order a replacement.

1. Go to the official FedEx website at <https://www.fedex.com>.
2. Sign In: Log in to your FedEx account. If you don't have one, you will need to create an account.
3. Locate the Claims Section: Once logged in, go to the "Support" or "Claims" section, or you can use the direct link to the claims page here: [FedEx Claims](#).



4. Complete the following steps 1 by 1:
 - Enter the tracking number of the package.
 - Select Claim Type

5. Shipment Information: Enter details about the shipment, including contents, value, and packaging.

6. Claim Details: description of the loss/damage, amount being claimed (use the amount you paid).

7. Select the following item type in shipment:

8. Add received Packaging Information.

9. Add description of packaging and attach media (photo of the carton, the contents).

10. Final Step: Enter your contact info and continue. Then review and select submit.

11. You will receive a response from FedEx to confirm that they received your claim and are processing your refund.
12. Log on to: <https://novaofcalifornia.com> to reorder the lamp you wanted for your home or contact customerservice@novaofcalifornia.com for support.