

EVIDENCE REQUEST FORM - WAYFAIR SUPPLIER CLAIMS

This form is used to request evidence from Wayfair Customer Service or the customer when a claim involving

CLAIM DETAILS:

Wayfair Claim/Tender ID: _____

SKU(s) Involved: _____

Date Tender Received: _____

Customer Name (if provided): _____

EVIDENCE REQUEST CHECKLIST:

1. High-resolution photos/videos (date stamped if possible)
2. Date/time when customer first noticed the issue
3. Proof of delivery date vs. purchase date
4. Pest control inspection report (if infestation claimed)
5. Medical report or ER summary (if injury claimed)
6. Photos of property damage (floors, walls, other surfaces)
7. Any prior communication records with Wayfair

INTERNAL REVIEW NOTES:

Lot/Batch Number(s): _____

Warehouse/Storage Location History: _____

Pest Control Logs Reviewed? **Yes / No**

Other Claims from Same Batch? **Yes / No**

Investigation Notes: _____

FOLLOW-UP ACTIONS:

- Approve Refund via Wayfair
- Handle Refund Internally
- Escalate to Commercial Liability Insurance
- Deny Claim - Insufficient Evidence

Decision Rationale: _____