

# Claim Form

All fields must be filled and required documents provided. Additional information may be requested.

Date of submission ..... Incoming No.: .....

## 1. Contact information of a person to contact for an open claim

Name, Surname .....

Email .....

Telephone .....

## 2. Order information

Dealer name ..... Invoice Number / RA .....

Country, City ..... Actual date of goods receipt .....

## 3. Type of claim

☐ Transport damage      Warranty damage      ☐ Under-delivery      ☐ Other

## 4. Transport documents provided

☐ CMR      ☐ Claim Report      ☐ Other proof of delivery      ☐ No documents

Is there a note regarding damage or discrepancy in the transport documents?      ☐ Yes      ☐ No

**Important: All available transport documents must be attached to the email together with this claim.**

## 5. Product information

Select type of damage from dropdown list:

Ref. No.	Description of item (+ serial number)	Qty	Description of damage
Ref. № 1	Description of item (+ serial number)_1	Qty_1	Select type
Ref. № 2	Description of item (+ serial number)_2	Qty_2	
Ref. № 3	Description of item (+ serial number)_3	Qty_3	
Ref. № 4	Description of item (+ serial number)_4	Qty_4	
Ref. № 5	Description of item (+ serial number)_5	Qty_5	List of damage description 5

## 6. Additional comments

Additional comments:

## 7. Photo or Video

Photos and/or videos must be attached to the email to this claim and are mandatory for each claimed position.

Checklist: Damage to the packaged product

Checklist: Damage to unpacked goods

☐ General view of the packaged object

☐ General view of the unpackaged object

☐ Photos from all sides: specially corners and edges

☐ Detailed photos of the damage

For brand logo claims: a photo of the nameplate on the rear side of the product is mandatory.

### NOTE!

Claims for visible damage to the goods are accepted within 7 days of receipt of the goods.

Claims for hidden damage are accepted within 10 days after receipt of the goods.

**By submitting this form, the claimant confirms that all provided information is complete, accurate and truthful.**