

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

General view of the packaged object

Photos from all sides: specially corners and edges

Checklist: Damage to unpacked goods

General view of the unpackaged object

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.