

## Claim Form

### 1 Complete and email the form

Complete all fields and send to: [support@gustavsberg-ror.se](mailto:support@gustavsberg-ror.se)

### 2 Keep the product for now

Do not send the product back until we ask you to. We will contact you with information on how your claim will be handled.

**NOTE!** Photos are required for us to assess the claim. Always attach photos of the defect and, if possible, the packaging.

#### Reseller

|                 |
|-----------------|
| Company & City: |
| Contact person: |
| Phone:          |
| Email:          |

#### Order information

|                      |
|----------------------|
| Purchase order no.:  |
| Purchase order date: |
| Customer order no.:  |
| Project no.:         |

#### Installer/Contractor

|                 |
|-----------------|
| Company:        |
| Contact person: |
| Phone:          |
| Email:          |

#### End customer

|                   |
|-------------------|
| Company/Name:     |
| Phone:            |
| Email:            |
| Property/Address: |

#### Reason for return

|                                                    |                                                    |                                                 |                                |
|----------------------------------------------------|----------------------------------------------------|-------------------------------------------------|--------------------------------|
| <input type="checkbox"/> Transport damage          | <input type="checkbox"/> Fault during installation | <input type="checkbox"/> Fault during operation | <input type="checkbox"/> Other |
| Describe the defect in as much detail as possible: |                                                    |                                                 |                                |

#### Claimed items

| Qty | RSK number | Description |
|-----|------------|-------------|
|     |            |             |
|     |            |             |
|     |            |             |
|     |            |             |

#### Claim handling

**Processing time:** We will confirm receipt within 5 working days and get back to you as soon as the claim has been investigated.

**Rejected claim:** Products that we cannot accept are stored for 4 weeks from the date you are notified. After that, the products are scrapped. A disposal fee may be charged for scrapping.

|                                                   |                                                                                                    |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Date:                                             | <input type="checkbox"/> I consent to the storage of my personal data in accordance with the GDPR. |
| Case number: (completed by Gustavsberg Rörsystem) |                                                                                                    |