

## Claim Document

This document must be sent by e-mail to [reklamation\\_SE@fluidra.com](mailto:reklamation_SE@fluidra.com).

Once the document has been received, we will respond by e-mail with instructions on how the claim will be processed.

When the claim has been approved and registered, an **RMA number** will be assigned for this case.

Claims submitted without a complete claim document will not be processed and will be returned without action. For claims that are not approved, we reserve the right to charge additional fees.

## Required attachments

- Attach a copy of the purchase receipt showing the date of purchase.
- Attach clear photos or a video showing the defect, as well as an overview image of the installation/technical room/unit.

## Customer and case information

<b>Date of complaint:</b>	
<b>Company and customer number:</b>	
<b>Your reference for the complaint:</b>	

## Delivery address for return/exchange

<b>Name:</b>	
<b>Address:</b>	
<b>Postal code &amp; city:</b>	
<b>Country:</b>	
<b>Phone number:</b>	

## Information about the complaint

<b>Product / item number:</b>	
<b>Serial number:</b> <i>(please provide for faster processing)</i>	
<b>Date of sale:</b> <i>(verified by attached purchase receipt)</i>	
<b>Date of purchase:</b>	
<b>Invoice number or delivery note number:</b>	

**Fault description** - Describe the fault as thoroughly as possible.

