**CUSTOMER CLAIM AND COMPLAINT FORM**

In order for Noremax AS to be able to process your claim, we ask you to fill in the

form below and email it to claim@noremax.com no later than 7 days after you

have received your order.

|  |  |
| --- | --- |
| **NAME:** |  |
| **ADDRESS:** |  |
| **DATE:** |  |
| **INVOICE NUMBER /ORDER NUMBER:** |  |
| **DATE OF DELIVERY:** |  |
| **TRACKING NUMBER:** |  |

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| --- |
| **REASON TO CLAIM**(Put X in the box next to the statement that’s appropriate for your case) |
|  | **SHIPPING DAMAGE** |  |
|  | **TECHNICAL DEFECT** |  |
|  | **PRODUCT MISSING**  |  |
|  | **OTHER** |  |
| Please, specify reason briefly |

|  |  |  |
| --- | --- | --- |
| **IN CASE OF SHIPPING DAMAGE:** (Put X in the box next to the statement that’s appropriate for your case) | YES | NO |
| Where there any visable damages on the outer packaging? |  |  |
| Where there any visable damages on the inner packaging? |  |  |
| Where the damages reported to the driver? |  |  |

|  |  |
| --- | --- |
| **SPECIFY WHAT PRODUCT YOU ARE CLAIMING:**\*Measurments given in width x height, mark photos with the same number | **REASON TO CLAIM** |
| **1.** | E.g: Instyle 60 x 80 door right hung, grip on the top | E.g: B (Technical defect) |
| **2.** |  |  |
| **3.** |  |  |
| **4.** |  |  |
| **5.** |  |  |
| **6.** |  |  |
| **7.** |  |  |
| **8.** |  |  |
| **9.** |  |  |
| **10.** |  |  |

\*Add lines as necessary

|  |
| --- |
| **Documentation requirements (photos)** |
| *
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| * Complaints on already mounted fronts will not be approved. Products from Noremax AS must therefore be checked immediately upon delivery, before unpacking of both outer and inner packaging and especially before installation.
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| * All flaws and defects must be documented on photo, from a distance of at least 1 meter, before unpacking of both outer and inner packaging and especially before installation.
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| * If fronts are delivered with technical defects such as incorrect dimensions, incorrect placement of hinge holes ETC, pictures must be taken with a measuring tape/ruler that clearly shows the dimensions. In the event of incorrect placement of hinge holes, it is important that the dimensions show the distance from the edge of the product to the centre of the hinge hole.
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\* Noremax AS reserves the right to reject complaints in the event that we have received insufficient documentation.

If the case cannot be resolved in consensus with Noremax's customer service, you as a consumer can reach out to the Norwegian Consumer Agency, which you can find more information about at www.forbrukerradet.no. Once you have issued an official complaint, your case is automatically forwarded to the Consumer Agency of your country.