

**CUSTOMER CLAIM AND COMPLAINT FORM**

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 and eve@noremax.com no later than 7 days after you have received your order, for damage during transit within 48h.

Noremax AS

Kirkegata 20

0153 Oslo, Norway

email: claim@noremax.com

|  |  |
| --- | --- |
| **NAME:** |  |
| **ADDRESS:** |  |
| **POST CODE, CITY** |  |
| **DATE:** |  |
| **INVOICE NUMBER /ORDER NUMBER:** |  |
| **DATE OF DELIVERY:** |  |
| **TRACKING NUMBER:** |  |

This is to inform you that the [product name]……………………………………………………I purchased on [date] …………………….. doesn’t conform to the Agreement.

The lack of conformity is as follows:

|  |
| --- |
| **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 the reason briefly |

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

|  |  |
| --- | --- |
| **SPECIFY WHAT PRODUCT YOU ARE CLAIMING:**\*Measurements 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 if necessary

|  |
| --- |
| **Documentation requirements (photos)** |
| * Complaints on already mounted fronts will not be approved. Therefore, Noremax AS products must be checked immediately upon delivery, before unpacking both outer and inner packaging and especially before installation.
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| * All flaws and defects must be documented on the photo, from a distance of at least 1 meter, before unpacking both outer and inner packaging, 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/videos must be taken with a measuring tape/ruler that clearly shows the dimensions. In the event of incorrect placement of hinge holes, the dimensions must 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 if we have received insufficient documentation.

If you run a sole proprietorship and you purchased a product directly related to your business, please select the appropriate answer:

◯ I declare that the sales agreement does not have a professional character for me, which results in particular from the subject of my business activity,

◯ I declare that the sales agreement has a professional character for me, which results in particular from the subject of my business activity.

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.

Yours sincerely,

Noremax Team