

## CLAIM FORM

(for goods purchased through the online store [www.nordblanc.com](http://www.nordblanc.com) in accordance with the Terms and Conditions for Online Sales)

FIRST AND LAST NAME: .....

ADDRESS (for the return shipment of the claimed goods): .....

PHONE: .....

EMAIL: .....

REFUND ACCOUNT NUMBER: .....

ORDER NUMBER: .....

DATE OF ORDER / RECEIPT OF GOODS: .....

NAME OF THE CLAIMED GOODS: .....

DESCRIPTION OF THE DEFECT: .....

.....

.....

.....

SUGGESTED METHOD OF HANDLING THE CLAIM:

- Repair of goods
- Replacement of goods
- Return of goods

**NOTE:** The proposed method of resolving the claim represents only the customer's suggestion. The claim will be resolved in accordance with the applicable claims policy and relevant legal regulations. If the defect is repairable, the complaint may be resolved by repairing the product, even if the customer has proposed a different resolution method.

Date and signature: .....

### Instructions for the customer:

- Please attach a copy of the proof of purchase (invoice/receipt).
- Wash the goods subject to the complaint thoroughly and remove all dirt.