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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **A logo with a house in the middle  Description automatically generated CUSTOMER CLAIM FORM** | | | | | | | | | | | | | | | | |
| **CUSTOMER NUMBER:** | |  | | | | FRM-CUS-00005-00 | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| **PRODUCT CODE / NUMBER** | | | | **INVOICE NUMBER** | | | **FAULTY QUANTITY** | **PO / ORDER NUMBER FROM CARTON / ITEM**  ( e.g. 001234 ) | | **ORIGINAL PACKAGING AVAILABLE**  ( Y / N ) | | **PALLET SECURE LABEL INTACT WHEN ARRIVED?**  ( Y / N ) | **BLACK SHRINK WRAP INTACT WHEN ARRIVED?**  ( Y / N ) | **ATTACHED PICTURE OF FAULTY ITEM**  ( Y / N ) | | **ITEM FAULT DETAILS** |
|  | | | |  | | |  |  | |  | |  |  |  | |  |
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| **\* Take a CLEAR PHOTO of the faulty items in close and full image of the item.  Additional information will be helpful.** | | | | | | | | | | | | | | | | |
| **FAULT CODES** | | | | | | | | |  | **DELIVERED BY CODE** | | | | | | | |
|  | ITEM MARKED | |  | | MISSING | | | |  | ONE MAN | | |  | PALLET | | |
|  | POOR FINISH | |  | | INCORRECT ITEM RECEIVED | | | |  | TWO MEN | | |  | INDIVIDUAL CARTONS | | |
|  | BROKEN | |  | | NO LONGER REQUIRED | | | |  | | |
| **\* Tick the box for the appropriate code.** | | | | | | | | | | | | | | | | |
| **REMARKS** | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | |
| NB: Please provide as much information as possible about the product fault(s) so we can immediately and efficiently take necessary action of the issue.  If you need assistance with this product or need to order replacement fitting, please contact our CUSTOMER HELPLINE: **queries@linahome.co.uk** | | | | | | | | | | | | | | | | |