Claims Form

Company name* : _____

Customer number : _____

Claim number : _____

Article number*	Product name*	Order number*	Quantity*	Fault description*	Faulty product	Wrong product
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Claim instructions:

1. Fill out the claim form.
2. Contact Spares customer service with attached filled in claim form.
3. Print filled out claim form and pack it with claim products.
4. Use provided freight note to ship the parcel to the address written below.

Our RMA team will inform you as soon as the claim has been processed.

Terms:

Returned items found not defective after testing will be returned on the customer's expense.

All our spare parts are covered by a 3-month warranty, meaning that we within 3 months from the day of the delivery will exchange a faulty product with a new product. The warranty does not apply to damage caused by improper handling of the product.

This claim form shall be electronically filled out and sent with the return parcel. Filled out form is mandatory for claim-handling. Claim returns without form will be returned to sender.

Estimated handling time for claims is 30-60 days.

Contact details:

Spares Nordic AB
Järnyxegatan 17
213 75 Malmö
Sweden

order@spares.se
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