

FORM

CLAIMS AND RETURNS (RMA)

Customer Service Specialist	Date
FK / BA	

Customer Name	Customer nr.	Contact e-mail

To be filled out by Customer Service

Invoice no.	Item no.	Item name	Quantity	Reason for claim and return	Credit	Action
				<input type="checkbox"/> Delivery date overdue	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Return to stock
				<input type="checkbox"/> Wrong items (ref. delivery note)		<input type="checkbox"/> Claim
				<input type="checkbox"/> Defect item		
				<input type="checkbox"/> Regret purchase		
				<input type="checkbox"/> Other		

Comments:

Procedure:

1. Read our “*terms of sale and delivery*” on <https://mouldshop.cz/centrum-podpory/pravidla/obchodni-podminky>
2. Fill out the “Claims and Returns” form and send it to sales@mouldshop.cz
3. Await e-mail with attached Return Order from Mouldshop Customer Service
4. Pack the goods carefully and enclose a printed copy of the received Return Order*
5. Ship the goods to Mouldshop A/S, Baltorpbakken 10, DK-2750 Ballerup, Denmark
6. Once the goods have been received by Mouldpro, they will be inspected, and you will be contacted as soon as possible with a response to the claim.

***Please note:** Items that are returned, without an enclosed Return Order as documentation, will not be processed.