

# Check list for a trouble-free claim process



## To Do

- E-Mail with pictures to Frankana Freiko
- Call technical hotline of manufacturer
- Direct claim process through manufacturer possible
- Immediate report of visual (open) damage – refuse delivery
- Fill out return form/ticket completely
- Specify artikel number and delivery note number
- Give detailed reason and fault description
- Fill out damage report form/ticket Fiamma / Oase no return of the items
- Remove all labels
- Return item/merchandise entirely (all accessories)
- Pack item/merchandise properly – if applicable repackaging and labeling
- Item/product already tested for flaws/defects by manufacturer
- No writing or adhesive labels on original box

## Documents

- Filled out return form/ticket
- Customer's proof of purchase
- Possible enclosed detailed damage description
- Warranty claim forms/tickets
- Serial number
- Notification of larger quantities of returns in advance