

FORM

CLAIMS AND RETURNS (RMA)

Customer Care contact (initials)	Date:

To be filled out by customer:

Mouldpro distributor	Contact name	Contact e-mail

To be filled out by customer:

To be filled out by Customer Care

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		

To be filled out by customer:

Comments:

Procedure:

1. Read our “*terms of sale and delivery*” on <https://mouldpro.com/support-center/policies/terms-conditions-3>
2. Fill out the “Claims and Returns” form and send it to sales@mouldpro.com
3. Await e-mail with attached Return Order from Mouldpro Customer Care
4. Pack the goods carefully and enclose a printed copy of the received Return Order*
5. Ship the goods to Mouldpro ApS, 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 response to the claim.

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