

Procedure for PALRAM claims

PALRAM spare parts are not in stock at NSH NORDIC. PALRAM sends spare parts directly to the customer.

Therefore we need the following information's, for easy and quick handling of the reclamations:

- ✓ Order number where the product is bought at.
- ✓ Number at the part/parts (Part number is in the manual).
- ✓ Number of defective/damaged parts.
- ✓ Pictures at fails/damages, including the out boxes.
- ✓ Picture of the label on the boxes, see example below here.

QUALITY ASSURANCE

DATE: 17

P/N : 200 BATCH NO.: 1349503

Z : 26.360 X : 0.000

Y : 26.360

- ✓ Customers':
 - Name
 - Address
 - Mobile number