

CLAIM PROCEDURE FOR PALRAM

PALRAM spare parts are not in stock at NSH NORDIC.

PALRAM sends spare parts directly to the end customer.

Therefore, we need the following information for easy and quick handling of the claim.

- Order number or tracking number; where the product it purchased;
- Part number (is to be found in the manual);
- Amount of defected/damaged parts;
- Image of defected/damaged parts – including the packaging if possible;
- Image of the package label (please view image below);
- The name of the customer;
- The address of the customer;
- The customer's cellphone.

QUALITY ASSURANCE

DATE: 17

P/N : 200 BATCH NO.: 1349503

Z : 26.360 X : 0.000

Y : 26.360