

I also request written confirmation of the claim, stating when I exercised this right, the subject of the claim together with my requested remedy, and the date and method of settlement.

#### CUSTOMER AND ORDER DETAILS

Order number

Date the claim was submitted

Full name

Phone

E-mail address

Customer address

#### CLAIMED GOODS

Goods being claimed

Serial number / IMEI / additional identifier (if available)

#### DESCRIPTION OF THE DEFECT

Description of the defect / when the defect occurs / under what circumstances

#### REQUESTED METHOD OF SETTLEMENT

☐ repair of the goods ☐ replacement of the goods ☐ price reduction ☐ refund

Bank account number (if required for settlement)

Customer signature

Received by / date received