

FORM

CLAIMS AND RETURNS (RMA)

Customer Service specialist BA/MA/OA	Date
	RMA #

Mouldpro distributor	Contact name	Contact mail

To be filled out by Customer Service

Sales order #	Item #	Item name	Amount	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		

Comments: <i>Please elaborate on the reason for your return hereunder what actions you have taken with the item(s) prior to returning the item(s).</i>
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Procedure:

1. Read "General Terms of Sale and Delivery" and "Claim and Return Policy" on www.mouldpro.com
2. Fill out "Claims and Returns" form and forward it to sales@mouldpro.com
3. Await RMA No. via mail from Mouldpro Customer Service
4. Ship goods back to Mouldpro ApS, Baltorpbakken 10, DK-2750 Ballerup, Denmark.
5. *Include copy of "Claims and Returns" form (including RMA No.) in the shipment as documentation.
6. Once the goods have been received by Mouldpro, Mouldpro will inspect the goods and revert with a response to the claim.

***Please note:** Items that are returned without a filled 'Claims and Returns' form will not be handled.