

**Update of claimroutines 2016**

From April 1st, 2016 our routines for claim handling will be revised. When we receive your claim, and you need replacement goods we will place a regular order which will be sent out as soon as possible. In case you have material due for return to us you are to leave information regarding packsize, number of coils and weight in total. Goods shall be marked with your received return number and we will book a liftup after we have stated that we want it sent to us for investigation.

Once we receive the goods back, we will investigate it as before and, if approved, we will issue a credit note which you will receive prior to getting the invoice for your replacement order.

We are positive that this update leads to improvements, especially looking at returned material and that you will find an even more efficient claim handling service.

Please, don´t hesitate to contact Customer Service with any questions:

 Tel: +46 322- 775 00

Mail: order@hunterdouglas.se