

	CLAIM REPORT No.	
	Claim report made by	
	Date of claim report	
ORDER INFO	Order number	
	Client name	
	Date of sale	
	Type of goods	
	Were Sample sent (YES/NO)? Order number?	
CLAIM INFO	Date of goods receipt by end customer	
	Claimed material quantity (boxes, sqm, m)	
	"What was wrong - describe in detail: material with defect, wrong qty, something missing, different from sample, grading, brushing, oiling/color, damaged or?"	
	"Are there visible defects ? What are they ? Were the defects visible before installation? Or only after instalaltion ?"	
	Probable root cause of defects (transport damages, wrong color, wrong delivery)	
	"Is the material installed? (YES/NO) When was the material installed?"	
	Did installer follow installation guidelines? Which ones and from where?	
	Did customer follow maintenance guide regarding: cleaning, oiling of decking before/after installation, etc?	
	Climate conditions (temperature and humidity) in house/outside, underfloor heating? Moisture of the wood (%)?	
	Customer's opinion and possible solution/proposal	
	ASM opinion and possible solution/proposal	
	Photos sent ? (YES/NO) Mandatory minimum of 5 photos - 3 photos must be of the entire floor area	
	Additional Comments	