

		CLAIM REPORT No.
		Claim report made by
		Date of claim report
ORDER INFO		Order number (AUF/GRG)
		Client name
		Date of sale
		Type of goods
		Were Sample sent (YES/NO)? AUF 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 instalation ?"
		Probable root cause of defects (transport damages, wrong color, wrong delivery, ...etc)
		"Is the material installed? (YES/NO) When was the material installed ?"
		Did installer follow installation guidelines ? Which ones & 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's 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