

CLAIM FORM

Claimant's details

Name: _____

Address: _____

Telephone: _____ Email address: _____

Person to be contacted: _____

Information about the subject of the claim:

Product: _____

Purchase date: _____

Proof of purchase (no. of MuteDesign® invoice): _____

Order number (no. sent by MuteDesign®): _____

Serial number (if given by the producer): _____

Description of fault/reason for complaint:

Claim submission date: _____

General terms for submitting and recognising a claim

1. Repair or exchange are possible under the warranty when the following conditions are met:
 - Sending the claim form by email to: quality@mute.design.
 - Sending clear photographic documentation connected with the claim.
 - Submission of valid proof of purchase - a sales invoice bearing the order number and type of product claimed for.
 - Attaching the warranty card, if one was issued for a given order.
2. Having the defective finished product delivered to the production department of MuteDesign®.

Important - the product should be packed and protected against damage during transport. Transport costs are covered by the purchaser unless the parties agree otherwise.

3. **MuteDesign®** shall decide whether the claim is justified within 14 working days of receipt of the complete claim form.