

# CLAIM PROCESS

What kind of claim would you like to report?

1

## TRANSPORT DAMAGE

In order to process your transport damage claim we require the following details:

- What kind of damage e.g. breakage, scratch, shell?
- Damaged packaging e.g. foil, edge protection?
- Screen was delivered correctly? (in deposit or rack)

We need photographs of the following:

- the damage itself
- the damaged packaging
- the delivery label.

2

## MISSING PART

If you do not receive your ordered goods by 8.00 AM on the day after you placed the order please inform us. We will contact the transport company immediately and get back to you as soon as possible.

3

## QUALITY

In order to process your quality claim we require the following details:

- part number
- the nature of the quality defect
- number of the delivery note, order or invoice
- a photograph of the defect
- a photograph of the production label.

If you do not receive a return e-mail within two working days after submitting your claim including photographs, you can dispose of the screen.

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## RETURN \*

In order to process your return request you require the following details:

- part number
- number of the delivery note, order or invoice.

TIP: Lay the window dry before priming.

You will receive an e-mail with a return label. Then print the return label and attach it to the respective screen.

\* (incorrect order/customer cancellation)

### PLEASE NOTE

The damage must be reported by **11.00 AM** on the day of delivery. We do not accept any liability for breakages on delivery unless disc racks are available.

### PLEASE NOTE

The missing part must be reported by **11.00 AM** on the day of delivery.

### PLEASE NOTE

The guarantee period is **one year** from the day of delivery.

### PLEASE NOTE

- Returns must be reported within **3 months** after receipt of the goods.
- Returns will be collected within 10 working days. If this does not happen, please contact [claims@glavista.com](mailto:claims@glavista.com).
- The screen must be packed e.g. with foil and edge protection or carton, unless it has been delivered unpacked.
- Return cost per windscreen is EUR 25.00.

## CONTACT

On [www.glavista.com](http://www.glavista.com) you will find the Glavista Returnsportal in your customer account with easy functions to registering a claim or return.

For consultation, please contact your Glavista representative.