



## Complaint document

Date of complaint:

Your customer number/customer name:

Your complaint reference:

Delivery address for return/exchange, including telephone number for notification:

Enclose a copy of the receipt showing the date of sale.

Product / Item number:

Serial number (=Faster processing):

Date of sale (confirmed by receipt):

Photo / Video of the fault:

Overview photo of the installation/technical room/unit:

Fault description:

If we (Fluidra) do not have the specific part/product in the system, we need the following.

Purchase date:

Invoice number / Delivery note number:

This document should be emailed to [reklamation\\_SE@fluidra.com](mailto:reklamation_SE@fluidra.com)

You will receive a reply from us with an RMA number for this case.

Complaints received without an RMA number will not be processed and will be returned without action.

Fees will be charged for complaints that are not approved.

**FLUIDRA**

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