

Case No.:

## COMPLAINT FORM

We are grateful for your help pointing out any inaccuracies in the Kellfri product delivered to you. Before making a complaint please read Kellfri's Purchasing terms in our catalog or Kellfri's website at [www.kellfri.co.uk](http://www.kellfri.co.uk) as well as enclosed User's manual that comes with the machine.

Please fill in the details below and attach photo or other information in order for us to process your case in the best way possible. To get the best information regarding the possible errors in the machine / product we would like to ask you to take 4 pictures of the machine / product - 2 photos on the entire machine from 2 different angles and 2 photos close-ups on the error itself from 2 different angles. We sell our products through selected retailers. Please contact your retailer for the applicable purchase and delivery terms.

Buyer:	Customer no:
Address:	Invoice no:
E-mail:	Phone no:

When was the product delivered?	When was the product taken into operation?	Did the product function as it should upon delivery?	Yes	No
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Product name or No:
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Serial no.:
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REASON	YES	REASON	YES
(11) Shipping damage*		(05) Wrong price	
(09) Product reclamation*		(02) Wrong order /Charge-back	
(04) Wrong delivery of product		(99) Other reason *	
(03) Wrong quantity			

\* Please fill the form below as detailed as possible

Please provide a description of the defected product/part or what the error is :

Describe event progress:

Other information:

Buyer's signature:	Date:
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*To be completed by the dealer*

Dealer information:	Invoice no.:
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Signature:	Date:
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# Kellfri

Send the form and photos to:  
Kellfri AB  
Service department  
Munkatorpsgratan 6  
532 37 Skara

Or e-mail Service  
[service@kellfri.se](mailto:service@kellfri.se)

KELLFRI AB  
Munkatorpsgratan 6  
SE-532 37 SKARA

Phone +46 (0)511-242 50  
Fax +46 (0)511-168 33  
Web: [www.kellfri.se](http://www.kellfri.se)  
E-mail: [info@kellfri.se](mailto:info@kellfri.se)  
Updated: 20181128

Press the link in the box and follow direction on your computer. NOTE: you can only upload one photo inside each box.  
Upload photos here:

