

For Umbrosa the quality of our Products is a key concern. Whenever problems arise, we understand the urgency and want to address them quickly. In order to proceed swiftly we need sufficient information. This “Request for Warranty” form is designed to make sure we have all the information we need so we can treat your issue immediately and offer you a possible solution.

Christophe Haemers, CEO & Founder Umbrosa NV

Important: the second & third page of this document give you more explanation on why we need what and provides you with a clear example.

<b>Date of Initial Request</b>	
Date of Completion (for Umbrosa only)	

<b>Customer Name</b>	
Customer Contact Information	name
	Email
	Phone
Additional Important Customer Information	

<b>Date of Purchase of the Product</b>	
<i>Copy of the purchase invoice must be attached to the claim</i>	

<b>Product Information &amp; Claim Description</b>	
Product Code or Product Description	Serial Number on Product
<b>Claim Description</b>	
<b>PICTURES / MOVIES</b> In order to handle a claim Umbrosa <u>needs at least 2 clear pictures or movies of the problem</u> One picture showing the detail of the problem One picture showing the overall installation Please put a ruler or ballpoint next to the problem so that we have an idea of the extension of the problem.  You can add the pictures to your email or import them in the document	