



Defective/Damaged Goods Report Form

Dear Customer,

To simplify and improve the management of your reports, we kindly ask you to complete this form and submit the requested documentation within 30 working days from the delivery date.




Required Information

- Order or Delivery Note Number: _____
- Date of goods receipt: _____
- Description of the defect found: _____
- Quantity involved: _____

Note:

In case there is a complaint regarding multiple products or multiple order lines, please attach an Excel file containing the required data for each line.

Mandatory Attachments

-  Photo of the detected defect
-  Photo of the production date marking
-  Photo of the label showing order references and date

 We specify that, in the absence of the above-listed documentation, it will not be possible to process the complaint.

We thank you for your cooperation.

Best regards,

Euro Stamp S.r.l.






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General Terms of Sale – Claims Management

The Customer is required to check the goods received upon delivery and report any defects, faults, or damages found within no later than 30 (thirty) business days from the date of receipt.

The report must be submitted in writing and accompanied by the following documentation:

-  Photo of the detected defect
-  Photo of the production date marking
-  Photo of the label showing order references and date

In the absence of the above-mentioned documentation, the claim cannot be processed.

Any claims submitted after the above-mentioned deadline, or without the required documentation, will not be accepted.

It is understood that the acceptance of the claim by the Supplier is in any case subject to internal conformity checks and assessment of the reported defect.

We thank you for your cooperation.

Best regards,

Euro Stamp S.r.l.