

Claim routine

1. Before registering a claim

If you receive a claim from a customer, the case must be registered with Flexiform as soon as possible.

2. How to register a claim

Contact the Flexiform Customer Service at phone (+47) 69 35 95 30.

The Customer Service team can assist you with the required information or send it by email: info@flexiform.no

3. Submitting a claim

Please send the following information when submitting a claim:

- A copy of the purchase receipt
- A description of the defect
- Relevant photos

Customer Service processes all claims within 2 working days.

4. Further processing

Flexiform handles all claims internally. All relevant documentation — such as correspondence, shipping documents, and invoices — will be attached to the case.

We prefer that claims are handled directly between Flexiform and the end customer, so that the retailer spends as little time as possible on follow-up.

5. Return of goods

If a customer returns a claimed product to the retailer and the retailer accepts the return, the following applies:

- Flexiform reserves the right to inspect the product before any credit is issued.
- Credit will only be issued if the claim has been approved by Customer Service or a sales representative at Flexiform AS.
- Inspection or collection must take place within 30 days after the retailer has reported the case.
- After 30 days, the retailer may dispose of the product if it has not been collected by Flexiform.

6. Objective

We aim to resolve all claims quickly and professionally, ensuring that both retailers and end customers are satisfied.