



SWAROVSKI

Swarovski Claim Form / Acknowledgement of Receipt

DELIVERY DATE OF PRODUCT BY CUSTOMER		NUMBER	
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1. CUSTOMER DETAILS

MR <input type="checkbox"/>	MS <input type="checkbox"/>	FIRST NAME	
SCS NUMBER		LAST NAME	
DAYTIME TELEPHONE		ADDRESS	
EMAIL		POSTCODE/ CITY	

2. SUBJECT OF THE COMPLAINT

ARTICLE DESCRIPTION AND SYSTEM NO.		DATE OF DAMAGE DETECTED BY CUSTOMER	
PURCHASE DATE*		PURCHASE PRICE**	
SUBMITTED PROOF OF PURCHASE	YES <input type="checkbox"/> NO <input type="checkbox"/>	TYPE OF PROOF	

Has any warranty claim been made previously for this article? YES NO Number of claims: _____ Date of last claim: _____

3. DAMAGE / REMARKS (PLEASE SPECIFY)

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4. EXPECTATIONS ON SETTLEMENT OF CLAIM (PLEASE SPECIFY)

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5. EXPECTATIONS ON SETTLEMENT OF CLAIM (PLEASE SPECIFY)

SETTLEMENT INFORMATION VIA	REGISTERED MAIL <input type="checkbox"/>	EMAIL <input type="checkbox"/>	OTHER (PLEASE SPECIFY) <input type="checkbox"/>
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6. EXPECTATIONS ON SETTLEMENT OF CLAIM (PLEASE SPECIFY)

Retailer hereby acknowledges receipt of the under section 2. described product item. The customer authorises Swarovski to receive the above data, to enter them electronically and process them within the Swarovski Group, in particular within D.Swarovski & Co, Wattens, Austria, Swarovski Aktiengesellschaft, Swarovski International Distribution Aktiengesellschaft, Triesen, Principality of Liechtenstein, and Daniel Swarovski Corporation AG, Männedorf, Switzerland, for administrative purposes. In connection

therewith the customer expressly agrees to be contacted by mail, email or by phone. **The customer authorises Swarovski to destroy the product item submitted by the customer in the Swarovski store in case the item has not been collected by the customer or his / her au- thorized representative within a period of 6 (six) month starting from delivery date of the item in the Swarovski store and after the customer has been informed about the readiness of the product item for collection.**

DATE AND SIGNATURE OF CUSTOMER _____

DATE AND SIGNATURE OF RETAILER _____

7. SETTLEMENT (TO BE COMPLETED BY SWAROVSKI)

DATE OF SETTLEMENT	WARRANTY <input type="checkbox"/>	REPLACEMENT <input type="checkbox"/>	REPAIR*** <input type="checkbox"/>	OTHER (PLEASE SPECIFY) <input type="checkbox"/>
DATE OF INFORMING CUSTOMER	NON-WARRANTY <input type="checkbox"/>	REPAIR WITH COSTS*** <input type="checkbox"/>	REFUSAL <input type="checkbox"/>	

Item has already been replaced with an equivalent item to the customer in the store, System no. of substitution: _____

New warranty period starts as of: _____ (Date)

The customer authorises Swarovski to receive the above data, to enter them electronically and process them within the Swarovski group, in particular within D.Swarovski & Co, Wattens, Austria, Swarovski Aktiengesellschaft, Swarovski International Distribution Aktiengesellschaft Triesen, Principality of Liechtenstein, and Swarovski Corporation AG, Männedorf, Switzerland, for administrative purposes. In connection therewith the customer expressly agrees to be contacted by mail, email or by phone.

The customer authorises Swarovski to destroy the product item submitted by the customer in the Swarovski store in case the item has not been collected by the customer or his / her au- thorized representative within a period of 6 (six) month starting from delivery date of the item in the Swarovski store and after the customer has been informed about the readiness of the product item for collection.

DATE AND SIGNATURE OF CUSTOMER _____

DATE AND SIGNATURE OF RETAILER _____

AUTHORISED SWAROVSKI RETAILER

RETAILER ACCOUNT NUMBER		CONTACT NAME	
STORE NAME		ADDRESS/ STAMP	
TEL.			

* In the absence of proof of purchase, the consumer is required to substantiate the date and purchase price of the product. ** In the absence of a plausible date or purchase price substantiation, the acceptance of a warranty claim is left to the sole discretion of the

seller and in this case a last sales price of the product shall apply. ***Due to international shipping to our international repair center return periods may be extended.