

# Warranty Claim Form



CDL Warranty Claim No.

In order for the claim to be processed efficiently, we require information as detailed below, unfortunately, missing information can lead to delays, so please take time to complete in full. This information is required by our suppliers in order to claim the parts needed.

Items will be despatched as soon as possible.

The customer is required to retain possession of the defective item/s, for a period of 30 days and to return such item/s to the company if requested. If the manufacturer or Cool Designs request the item/s returning, Cool Designs technical will email the customer advising of the address the item/s need returning to, requested items to be returned within 28 days from receipt of the return request.

Please refer to our terms and conditions of warranty for more details. Copies available on request.

Company Name:							
Contact Name:				Telephone:			
Order Reference:							
Site address for warranty failure: <small>(Required in full including postcode)</small>						Postcode:	
Delivery address for required part(s): <small>(Required in full including postcode)</small>						Postcode:	
Faulty Item(s):	1)		2)		3)		
Model of Unit:				Serial Number:			

**Please use one form per unit.**

Fault Symptoms: <small>(Please provide any fault codes showing on the equipment, a description of the fault and whether CDL technical have advised on the issue.)</small>						
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Signed:				Date:		
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### For Cool Designs Use Only

Part Description:	1		Part No:	1	
	2			2	
	3			3	
Item PO Number:			GRN-		
Purchase Date:			TRA-		
Delivery Date:			OUT-		

**Please return to: [warranty@cooldesignsltd.co.uk](mailto:warranty@cooldesignsltd.co.uk)**