

# NOTIFICATION FORM

Thank you for bringing your issue or observation to our attention.  
Please complete this form as accurately as possible so that we can process your notification quickly and thoroughly and create a case file.

## 1. Customer details

Customer name:

Customer number:

Telephone number:

Contact person:

## 2. Product information

Collection name:

Item number:

Batch number:

Quantity (rolls/metres) ordered:

Quantity (rolls/metres) subject to notification:

Order date:

Date of installation:

Order number/invoice:

## 3. Description

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Incorrect product delivery                                      | <input type="checkbox"/> Edge variations   | <input type="checkbox"/> Poor edges        |
| <input type="checkbox"/> Colour variation between rolls or strips (within a single roll) | <input type="checkbox"/> Printing error    | <input type="checkbox"/> Pattern deviation |
| <input type="checkbox"/> Colour variation compared to the collection (sample or book)    | <input type="checkbox"/> Streaks or stains | <input type="checkbox"/> Damage            |
|  | <input type="checkbox"/> Creases           | <input type="checkbox"/> Other:            |

## 4. Situation

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Professional installation | <input type="checkbox"/> Problem visible before installation | <input type="checkbox"/> Reverse hanging |
| <input type="checkbox"/> Private installation      | <input type="checkbox"/> Problem visible after installation  |  |

## 5. Installation & technical information

Brief description of installation method:

Type of adhesive + brand:

Surface:

If other:

Date of completion of plastering:  
(if applicable)

## 6. Detailed description of the problem

To assess your complaint properly, we ask you to complete the form as fully as possible. **Please also add clear photos in which the issue is clearly visible.** Preferably take photos from different angles and distances. This will give us a clear view of the defect and its extent. Based on the information and photos, we will review your complaint further. If any information is missing, we will contact you.

Complaints about visible defects in wallcovering must be reported before installation. Has the wallcovering already been installed? Then report the complaint immediately, after a maximum of 3 drops.

Did you purchase the wallcovering through a shop or point of sale? In that case, your complaint must always be handled through that point of sale.

**Arte Customer Service** only handles cases from Arte's direct customers and retail partners.