

Brf Valsjöterassen – Reklamationsinstruktioner

2022-04-05

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Bergvärmeanläggning inne i undercentralbyggnad.

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Mark, grunder, yttre VA i mark, utvändig EL och belysning

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Husbyggnader

Kodumaja AS

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To provide you better service we have several proposals in reporting, registration and processing of the claims as follows:

1 Reporting:

Headline of the mail:

Ref nr /Valsjöterassen/1329_7_20/apartment number/keyword of the inquiry (Rubrik fel)

Content of the claim:

In order to be able to process your inquiry, the following also be stated in the text:

Owner's name, address and mobile number.

Complete description of the complaint.

It must be clear what the defect in the delivery is and how the defect occurred

Documentation in the form of (exact location: name of the room, photos: distance and close-up view)

Otherwise refer to "complaint routines" in the FDV documentation.

We also request that only one complaint case be sent per inquiry to avoid a longer processing time.

NB! Claims about regular warranty works: not necessary to describe adjustments of the openings, cracks on the walls and ceilings, cause that is our standard procedure anyway.

2 Registration and processing

Each single case gets ref. number

In further dialogue, it is also important that Ref nr. kept unchanged

If you wish to complain about other matters, it must be sent as a new case to our e-mail: warranty@kodumaja.ee

please take care of the case number if you contact us