

Terms and Conditions of Sale ANNEX 1 - COMPLAINT FORM

Version A-1; 1.03.2025

All boxes must be completed. The filled form must be signed by a legal representative of the claimant company and sent to the Seller's e-mail: info@nordicfibreboard.com

To allow the Seller to process the complaint, the filled and signed form must be accompanied by photos of defective products.

Business name and registration number of Buyer	
Contact particulars of Buyer (name, telephone, e-mail address)	
Order number	
Date of Order and date of delivery of Products	
Number of the invoice issued for Products	
Defective Products, amount, and date stamp on Product	
Who identified the defect (company, contact person, telephone)	
Description on non-conformity (defect) of Products Provide measurement results according to Annex 2 "Guidelines for measuring products" (Version B-1) if Product dimensions are outside tolerance limits	
Location of Products (construction site)	
Structural drawing / cross-section	
Additional comments	

Name, place, date

/signed digitally/

Annex 2. Guidelines for measuring products

Version B-1; 1.03.2025

Product thickness is measured at Product edges at eight points (Figure 1) and the arithmetic average of the measurements is used as the value for determining conformity with thickness tolerance. Below is a scheme that shows how and where to measure thickness, length and width of the Product.

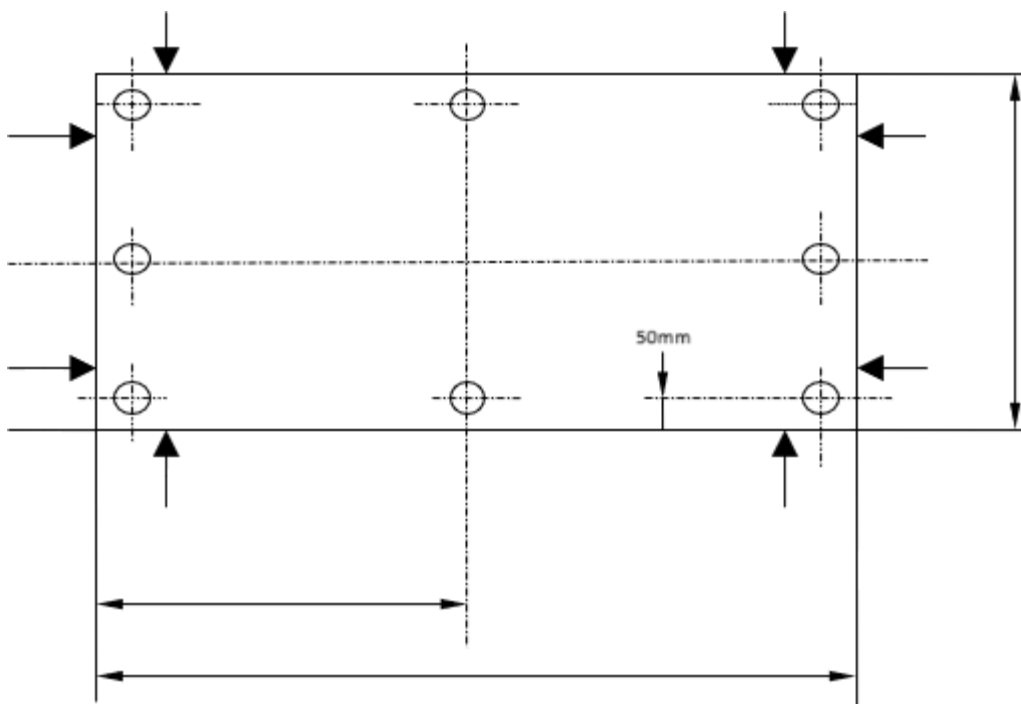


Figure 1: Points for measuring Product thickness are marked with ⊕. Length and width to be measured at points marked with an arrow (---▶).