

Complete all details and email to – aftercare@molmic.com.au

Where possible please provide images

To lodge a warranty claim please complete this form, ensure you enter the serial S-number easily found on the product label under your seat or on the base. If the number is not found please enter N/A.

Please note if the service is regarding a fabric issue and was supplied by the retailer/trade designer, contact needs to be made directly with the fabric supplier. Molmic can liaise with fabric houses for fabric orders placed by us/Molmic. In the instance that the fabric was ordered by the retailer and or trade designer, please refer your concern directly with the fabric house.

RETAILER/TRADE DESIGNER	
Contact:	
Phone Number:	
Email Address:	
Customer Contact:	
Email (if different):	
Contact Phone No:	

CLIENT DETAILS	
Customer Name:	
Customer Address:	
Phone Number:	

SOFA INFORMATION			
Order Number:		Purchase Order:	
Invoice Number:		Date of Invoice:	
Style:		Combination:	
Fabric:		Supplied by:	
Fabric Protection:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Serial S-number:			

Molmic Furniture Warranty Claim Procedure

The procedure for any repairs or inspection is as follows:

Contact Molmic Furniture by emailing the Customer Service Report, which gives a full description of the complaint and the customer details. Please include photos and diagrams. You will be notified of a reference number once the service has been entered, please use this when following up.

- We will then assess which action should be taken and inform you of the steps that will be followed in order to solve the problem.
- Molmic do not deal directly with the end customer. Molmic Furniture will converse with the client who will then contact their customer.
- Should the lounge need to be returned to Molmic, we will issue an authorisation number and request that the lounge be wrapped in plastic for its protection. The authorisation number needs to be clearly stated on the piece of furniture or parcel that is sent back to Molmic Furniture.
- If there is a fabric/leather or foam problem Molmic will contact the relevant supplier representative to inspect the sofa in the customer's home. Molmic Furniture offer a 10 year warranty on structural frame and 1 year on workmanship, we however cannot warrant general wear and tear on fabric or misuse.
- All product produced by Molmic Furniture is made to standard specifications in order to achieve the best possible comfort and quality. If any changes are requested by the consumer/client, Molmic is not liable if the customer is not satisfied with the end product. Charges will be incurred if alterations need to be made.
- All goods delivered by Molmic are signed for in good condition. Damaged caused through transportation will need to be addressed to the carrier responsible by the client.

Please Note:

Molmic Furniture will take responsibility if under warranty by Molmic. If there is a problem, which is covered by the supplier warranty our company will do its up most to rectify the situation with the least inconvenience to the customer.

Goods will not be accepted if they do not have an authorisation number and must be labelled and wrapped in a proper manner.

Email: aftercare@molmic.com.au

Initial visit report

Inspection date: _____

Please tick related area:

- Fabric
- Seat Insert
- Manufacturing
- Carrier damage

Details:

Images supplied: Yes No

OFFICE USE ONLY:

Date received:	
Date entered:	
After sales service authorisations:	
Confirmation sent:	<input type="checkbox"/> Yes <input type="checkbox"/> No

Email completed form to aftercare@molmic.com.au include photos and any additional information that will assist.