

# Reclamations procedure

P&M furniture is doing its best to deliver your ordered products in good condition. We handle our products with lots of care, despite it is unavoidable that now and then reclamations occur.

In that case we will do everything to solve the problem as soon as possible. Below you can find our reclamations procedure.

You can send your complaint within 8 days after delivery/detection by:

- E-mail (preferably): [projects@pmfurniture.com](mailto:projects@pmfurniture.com)
- Post: P&M furniture  
Jacob Merlostraat 24-26  
5961 AB Horst  
The Netherlands

Please make sure your reclamation includes the following information:

- Your name, phone number and email address
- Overall pictures and clear detailed pictures of the products/reclamations
- Please let us know when and how we could reach you
- Also, on the following page you will find a list of information we need from you to fill in.

P&M furniture will try to respond to your complaint within five days after receiving the information. If it relates to a technical problem, or something we need to research, we strive for responding within 30 days about the progress.

For further questions please call us at +31 77 39 77 888 (usual phone costs)

Opening hours:

Monday-Friday: 08:30 - 17:30

Saturday, Sunday and holidays: closed

| Order number | Purchase date | Article name | Description (of the reclamation) | Number of damaged products |
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