



Brav Norway AS
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Return / Complaints / Discrepancies

Delivery Discrepancies

The products received does not comply with the packing slip:

1. Fill in "BRAV Discrepancy report" - found at www.brav.com/B2B
2. Send report to b2b@brav.com, labelled "Discrepancy – packingslip xxxxx"

Complaints (Does nor apply to those who have their own chain agreement)

Have you received a faulty product / complaint, please do the following:

1. Fill im "BRAV Return report" – found at www.brav.com/B2B
2. Send rapport to b2b@brav.com, labelled "complaints – packingslip xxxxx"
3. Attach a photo of the damage, as well as a photo of the product as a whole

Do you receive a question from your customer that you are unsure as to how to resond to, please contact us at: b2b@brav.com Labelled "complaint - brand (Swix, Ulvang etc)"

Returns

Do you want to return products, please follow these steps:

1. Fill in " BRAV Return report" – found at www.brav.com/B2B
2. Specify all items to be returned, ordernumber for the original purchase MUST be included
3. Send to b2b@brav.com, marked "returns"
4. You will then receive a "RMA number". Which is to be marked on all cartons to be returned
5. Returns without a valid RMA number will be retruned to sender on their cost

All returns are charged at a 15% cost. For a return to be approved the following has to apply:

- The product is in its original packaging, and considered as new
- The product does not contain pricetag, glue from such tags or other labelling from you
- The returned report contains the original ordernumber for your purchase

If the return does not comply with these criteria, the products will be discarded and no refund will be given.