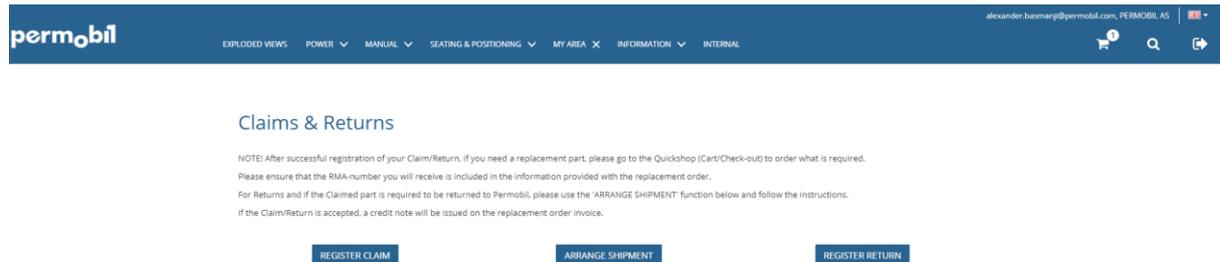


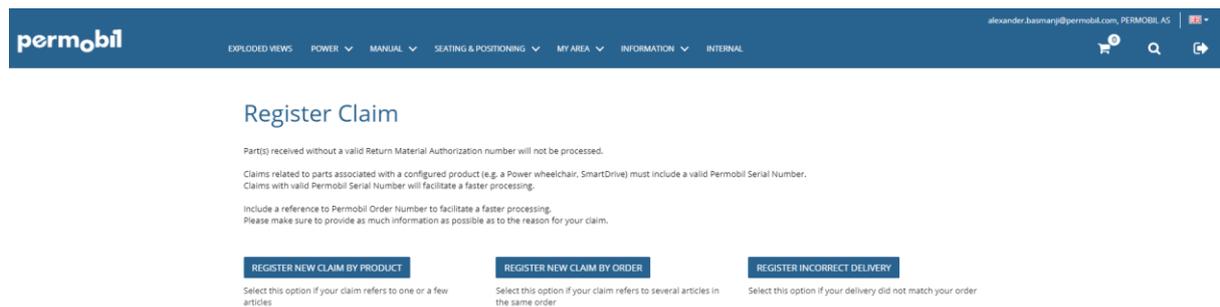
## Quick Guide – Register Claim

To register a claim, you must have a customer account with Permobil and log in to the Online Store.

After successful log in go to 'MY AREA' and 'CLAIMS AND RETURNS'. To registering your claim please select 'REGISTER CLAIM'



Depending on the nature of the claim, you have different options to process the claim. If the claim refers to a defective part, you can initiate the claim by either referring to the product or the order number. If the claim refers to an order/delivery issue, please select delivery.



Claiming by product, you will start by searching for the item number you want to claim by name or number. When you have found the correct item select it and click 'ADD'. Continue by specifying the quantity and if you want to add multiple items to the claim repeat this step or select 'NEXT' to move forward.

Claim by order, you will start by selecting the order number and then choosing the part(s) that shall be included in the claim.

Next step is to specify claim information. The more information provided and correctly entered can facilitate a faster resolution to the claim. Some fields are mandatory and will have to be filled out before continuing. If the claim amount is below the monetary threshold and no physical part return is required, it is mandatory to provide attachments as evidence for the claim. When all information has been added click 'NEXT'.

Continue to verify that the reference information is correct and provide a reference person for the claim. Click 'NEXT' to proceed.

Register claim, review claim information summary, and finalize claim by selecting 'REGISTER CLAIM'.

After claim registration an RMA number and a return label are created. The return label must be included in the return package. You can follow the claim progress in Claims and Returns under ongoing errands.