# Warranty Claim Form

*This form is used by customers to submit a warranty claim for a defective or malfunctioning product. Please fill in all required fields accurately to initiate the claim process.*

## Customer Information

**Full Name:** {fullName}

**Email Address:** {email}

**Phone Number:** {phoneNumber}

**Address:** {address}

## Product Information

**Product Name:** {productName}

**Model Number:** {modelNumber}

**Serial Number:** {serialNumber}

**Purchase Date:** {purchaseDate}

**Retailer:** {retailer}

## Issue Description

**Problem Description:**

{problemDescription}

## Photos of Product (If Applicable)

{#photos}

{photoDescription}

{%photo}

{/photos}

{^photos}No photos were uploaded with this claim.{/photos}

## Actions Taken

{#actionsTaken}

* {action}

{/actionsTaken}

## Previous Support Contact

{#hasContactedSupport}Customer has previously contacted support regarding this issue.
**Support Ticket ID:** {supportTicketId}
**Support Response Summary:**
{supportResponse}{/hasContactedSupport}

{^hasContactedSupport}Customer has not contacted support previously.{/hasContactedSupport}

## Replacement or Refund Preference

**Customer Preference:** {preference}

## Additional Notes

{additionalNotes}

## Submitted Products

|  |  |  |  |
| --- | --- | --- | --- |
| **Product** | **Model** | **Serial** | **Issue** |
| {#submittedItems}{product} | {model} | {serial} | {issue}{/submittedItems} |

## Declaration

I, **{fullName}**, confirm that all provided information is accurate to the best of my knowledge and understand that providing false claims may result in denial of warranty processing.

**Signature:** {signature}

**Date:** {submissionDate}