

Damage / Discrepancy Report

KORENA LEGAL TEMPLATE LIBRARY

HOW TO USE Use this to tell us something is wrong with your slab: damaged in transit, not what you ordered, or you changed your mind. Pick one situation, add photos, tell us what you would like, and send it to office@korena.eu. Fill in the white boxes. Grey italic text is just an example of the format.

Starter template, not legal advice. Reporting a problem here does not waive your legal rights, including a consumer's legal guarantee of conformity.

1. Your order

Field	Details
Order / invoice number	<i>[e.g. KOR-2026-0184]</i>
Slab ID	<i>[e.g. SLB-0412]</i>
Your name	<i>[e.g. Smith Woodworks GmbH, Berlin]</i>
Date the problem appeared	<i>[e.g. 15 March 2026]</i>

2. What happened? (pick one)

- ☐ Damaged in transit - it arrived broken, cracked, or wet.
- ☐ Wrong or not as described - wrong slab, wrong species, wrong size, or a defect that was not disclosed.
- ☐ Changed my mind (withdrawal) - the slab is fine, I no longer want it.
- For change of mind: consumers buying at a distance usually have 14 days to withdraw. This often does NOT apply to made-to-order or cut-to-spec slabs. Check this applies to your order before relying on it.

3. Tell us more

- What is wrong: *[e.g. through-crack on the left edge, about 200 mm, not in the listing photos]*
- Where on the slab: *[e.g. left long edge, near the narrow end]*

4. Photos (please attach)

- ☐ The packaging (before and after unpacking).
- ☐ The whole slab.
- ☐ A close-up of the problem.
- ☐ The slab ID / QR label.
- ☐ A tape measure in frame, if it is a size issue.

5. What would you like?

- ☐ Repair.
- ☐ Replacement / a comparable slab.

- ☐ Refund.
- ☐ Not sure - please advise.

Please do not cut, plane, sand, oil, or install the slab while a damage or fault claim is open, unless we confirm in writing. Modifying it makes the problem hard to assess.

6. Sign

Name:
Signature:
Date:

For KORENA use only

Field	Details
Received by	[e.g. ops@korena]
Outcome	[e.g. replacement approved]
Date closed	[e.g. 22 March 2026]

Last reviewed: 2026-06-27 - Next review: before operational use.