

Retail Purchase Claims Form

If your claim is about damaged or faulty goods and / or poor workmanship, we'll need you to send us any documentary evidence you have (e.g. photographs, videos, plans, sales contracts at point of sale etc) to help our investigation.

Send your completed form to: **Customer Care Team, Novuna Consumer Finance, 2 Apex View, Leeds, LS11 9BH**

Agreement Number

Full Name

Contact number

Address

Email address

Preferred contact time

9:00 - 12:00

12:00 - 15:00

15:00 - 17:00

Please circle one

Name of retailer

Details of claim

Please provide full details of exactly what the issue is with the goods and / or services and why you are not happy with this. This will help us to process your claim more quickly and efficiently.

If your claim relates to damaged or faulty goods/poor workmanship we will require documentary evidence e.g sales contract, plans, pictures, videos, warranty documents, invoices/receipts, T&Cs – For any documents, please include all pages, scanned if possible, or if you need to photograph these, please ensure they are clear'. Alternatively, you can email your documents to claimsteam@novunapersonalfinance.co.uk NB. Max file size for email is 50 MB with a max of 5 attachments. For larger documents, please send as a zip attachment.

Goods Delivery Date

Goods Installation Date
(if applicable)

Does the claim relate to damaged or faulty goods / poor workmanship?

If yes, please ensure you enclose documentary evidence of this with your claim

Yes No

Have you contacted retailer?

Please tick one box

Yes No

Other relevant information

Including Retailer response if yes to above question