

## Filing a claim with Aime Té

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We pay a lot of attention to the correct and damage free delivery of your furniture. Each piece of furniture is carefully checked upon departure from our warehouse.

In the unlikely event of an unexpected damage, it probably happened between departure from our warehouse and your living room. We understand that this is very disappointing, we are not happy about this ourselves. Thus, our sincere apologies for this.

In order to come to an appropriate solution as quickly as possible, please submit a damage claim. After receiving a complete damage claim one of our colleagues will contact you to explain the further process.

### Step-by-step plan to a solution:

1. Go to [www.aimetestudio.com/contact](http://www.aimetestudio.com/contact)
2. Choose subject: "damage"
3. Fill in the required information fields
4. Take 5 photos and add them to the claim.



**1.**

One photo of the entire exterior of the package, making sure the shipping label and any damage on the outside is clearly visible.

\*for a dining table please provide a picture of a wooden crate including a label with the crate number.



**2.**

One photo of the opened package, taken from the top. The contents and the inner packaging must be clearly visible.

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**3.**

One photo that shows the entire damaged item.



**4.**

One detail photo of the concrete damage of the article.



**5.**

One photo of the label on the package. The information on the label must be clearly legible.

Thank you very much for the effort.

After supplying this information, we will contact you as soon as possible.

<https://aimetestudio.com/contact/>