



CloudCuddle
Droogdokkeneiland 4
5026 SR Tilburg
The Netherlands

+31 (0)13-303 30 30
info@cloudcuddle.com
www.cloudcuddle.com

Damage Claim Form CloudCuddle Junior & Maxx

Reporter Details

Date of report:

Name of care recipient:

Name:

Address:

Postal code & city:

Phone number:

Email address:

Product details

CloudCuddle Junior

CloudCuddle Maxx

Serial number:

Purchase date:

Description of the defect

Cover

Frame

Pump

Please indicate below where the defect is located and provide a brief description.

Cover

Small holes in the blue fabric	
Zipper on the mesh	
Zipper on the blue fabric	
Slider (zipper pull)	
Mesh	





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Mattress base	
Trim	
Snap fastener	
Stitching or overlocking of components	
White sock	

Frame

Frame deflates	
Damage to the outside of the frame	
Damage to the connecting tubes	
Damage to the valve cap	





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Pump

Hose damaged	
Valve damaged	
Coupling missing or damaged	
Reduced pump function	

Handling:

Send the claim form including photos to info@cloudcuddle.com.

After submission, the damage will be assessed.

We may ask you to send in the defective part for a full evaluation.

After this, it will be determined whether the damage is covered under warranty and whether repair is possible. If applicable, you will receive a repair quotation

Please note! The cover and/or sheets of the CloudCuddle must be washed before being sent in. If this has not been done, we will clean them, which will incur additional costs.

* Defective frame: Send the cover and the frame (without pump)

* Defective cover: Send the cover and the frame (without pump)