

# Product Replacement Form

Dear customer,

our top priority is the wellbeing of your family. Our promise 'Always with you' is at the forefront of what we do; we sincerely hope you and your kids are all safe and sound.

We kindly ask you to fill out this form and send it back to [hello@swandoo.com](mailto:hello@swandoo.com).

## CHILD SEAT INFORMATION

Model: \_\_\_\_\_

Serial number:

\_\_\_\_\_

(This can be found on the sticker on the bottom of the seat)

Purchase date:

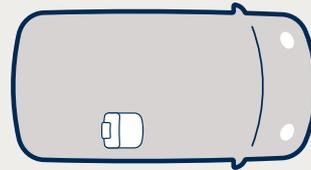
\_\_\_\_\_

(e.g. 13/May/2019)

The following information will be carefully analysed by our R&D team. We strive to continually research and optimise our products, making our little ones safer. These answers are not mandatory but may greatly help our experts analyse the performance of our seats and improve them for next generations.

Thank you in advance for your help!

Position in the vehicle:



How was the child seat fixed?

ISOFIX

Seat Belt

Not fixed

Child seat direction:



Rearward facing



Forward facing

## VEHICLE INFORMATION

Brand ( e.g. Audi, Toyota...): \_\_\_\_\_

Model: \_\_\_\_\_

Year: \_\_\_\_\_

Steering wheel position:

Left

Right (e.g. UK, Japan)

## CHILD INFORMATION



Nickname: \_\_\_\_\_

Age: \_\_\_\_\_

Height: \_\_\_\_\_ cm in

Weight: \_\_\_\_\_ kg lb

Did the child suffer any injuries?

No, none

Minor (e.g. contusions, cuts...)

Severe (e.g. burns, fractures, internal injuries...)

Did she/he receive medical attention?

No

Yes, in the Emergency Room

Yes, hospitalized for more than 24h

**EVENT INFORMATION**

Date and time: (e.g. 13/May/2019 - 24:00)

Place of the event: (e.g. street, district, address)

Type of road:

Number of people traveling in the vehicle:

Did the driver suffer any injuries?

Did she/he receive medical attention?

Short event description:

Additional information:

Speed: \_\_\_\_\_ Km/h mph

City street Multi-lane motorway/highway

Country road

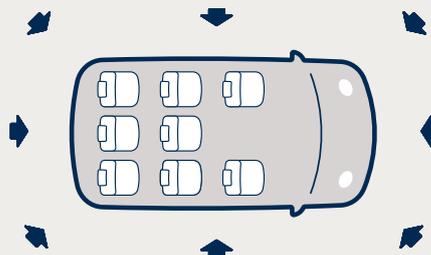
No, none Minor (e.g. contusions, cuts...)

Severe (e.g. burns, fractures, internal injuries...)

No Yes, in the Emergency Room

Yes, hospitalized for more than 24h

Impact direction:



Another vehicle was involved

The vehicle rolled over

The police were involved

Airbags were deployed

Before submitting the form please attach: **a police report** or an insurance claim, **the original invoice**, and if you have them, pictures of the vehicle, the installation situation, and/or the child seat after the event.

The product replacement program is voluntary and does not involve a financial reimbursement, or any other offer, other than a replacement of an equivalent car seat. We also reserve the right to change, alter, amend, or cancel any terms & conditions at any time without prior notice or obligation.

By signing this document you agree your data will be processed and used for the given purpose by Swandoo GmbH according to our Privacy Policy: [swandoo.com/privacy-policy](http://swandoo.com/privacy-policy).

Place, Date

Name, Signature