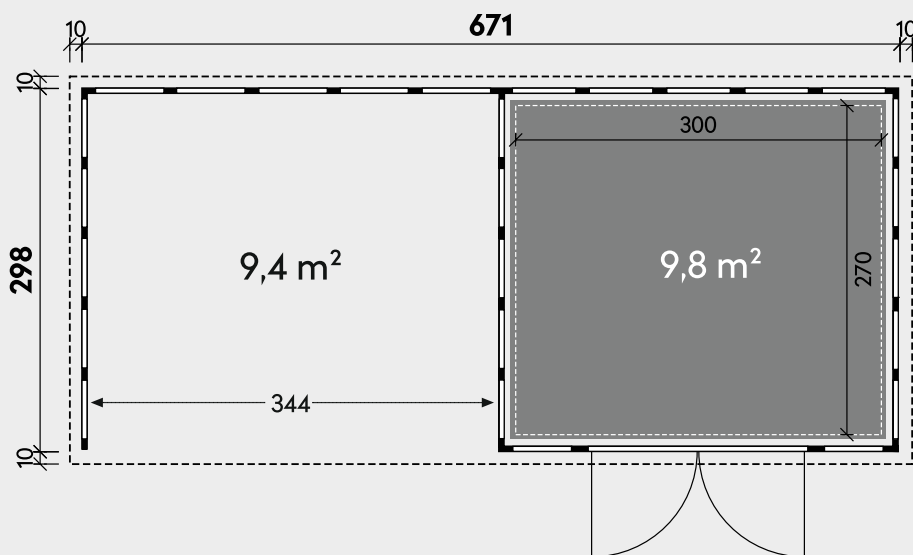


# Art.-Nr. 440 876, 440 877, 440 878



Projet numéro / Project nummer / Project number / Projekt Nummer :

QC-numéro / QC-nummer / QC-number / QC-Nummer :

Couleur / Kleur / Colour / Farbe:



Blanc, Wit, White, Weiß



Gris clair, Licht grijs, Light grey, Lichtgrau



Anthracite, Antraciet, Anthracite, Granitgrau

**DONNÉES TECHNIQUES /  
INSTRUCTIONS DE MONTAGE**  
**TECHNISCHE GEGEVENS /  
MONTAGE HANDLEIDING**  
**TECHNICAL DATA /  
ASSEMBLY INSTRUCTIONS**  
**TECHNISCHE DATEN /  
MONTAGEANLEITUNG**



**FINNHAUS**  
WOLFF

Nous vous invitons à lire attentivement le présent mode d'emploi.

Vous y trouverez les caractéristiques techniques ainsi que toutes les informations utiles en vue d'un fonctionnement correct. Les données techniques figurant dans cette publication peuvent être modifiées à tout moment et sans avis préalable et ce, pour des raisons techniques ou commerciales..

Wij nodigen u uit deze handleiding aandachtig te lezen.

Ze omvat de technische eigenschappen en alle nuttige informatie voor een correcte werking.

De technische gegevens in deze publicatie kunnen om technische of commerciële redenen op elk moment en zonder voorafgaande kennisgeving worden gewijzigd.

Please read this manual carefully.

It contains the technical properties and all the information required for correct operation.

The technical data in this publication is subject to change for technical and/or commercial reasons at any time and without notice.

Bitte lesen Sie diese Anleitung sorgfältig durch.

Sie enthält die technischen Eigenschaften und alle Informationen, die für einen korrekten Betrieb erforderlich sind.

Die in dieser Publikation enthaltenen technischen Daten können jederzeit ohne Vorankündigung aus technischen oder kommerziellen Gründen geändert werden.



Lisez bien l'ensemble du mode d'emploi avant de commencer à réaliser des travaux.

Lees de volledige handleiding voordat u begint met de werken uit te voeren.

Read the entire manual before you start working.

Lesen Sie vor Arbeitsbeginn die gesamte Anleitung.

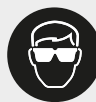


L'utilisation de gants est obligatoire.

Het gebruik van handschoenen is verplicht.

The use of gloves is mandatory.

Das Tragen von Handschuhen ist Pflicht.



L'utilisation de lunettes de protection est obligatoire.

Het gebruik van een veiligheidsbril is verplicht.

The use of safety glasses is mandatory.

Das Tragen einer Sicherheitsbrille ist Pflicht.



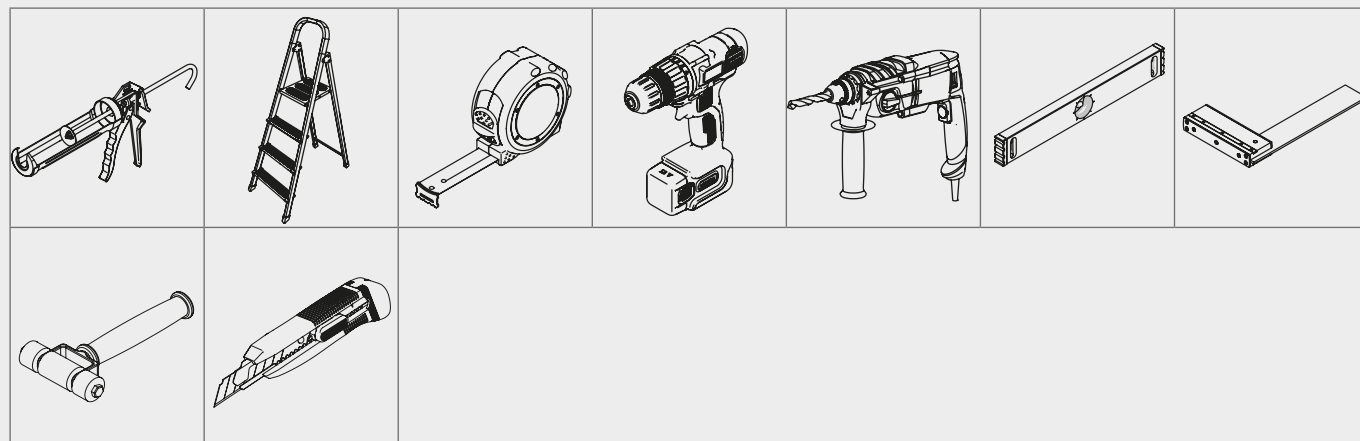
L'utilisation d'un casque de protection est obligatoire.

Het gebruik van een veiligheidshelm is verplicht.

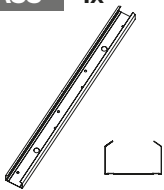
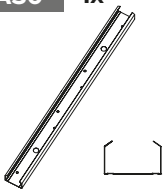
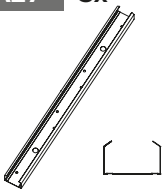
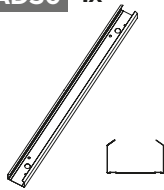
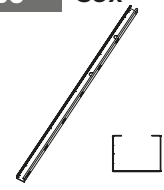
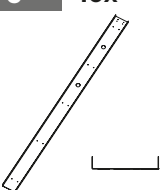
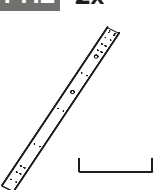
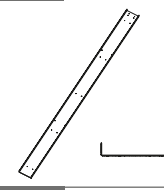
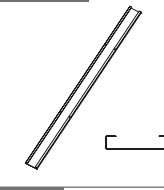
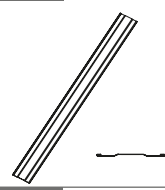
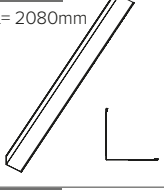
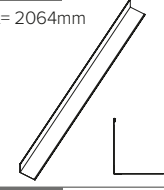
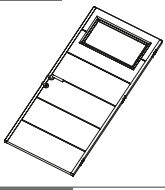
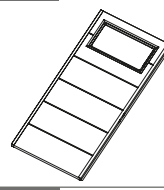
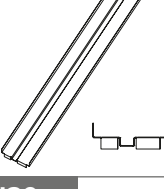
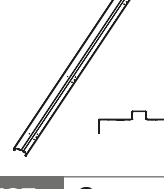
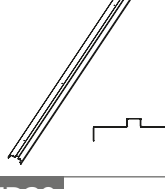
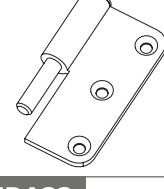
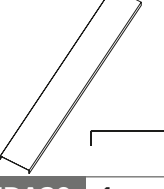
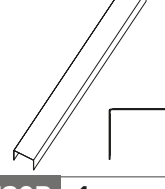
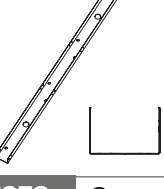
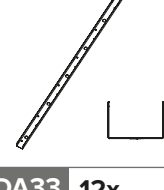
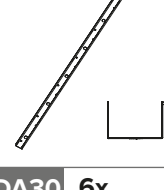
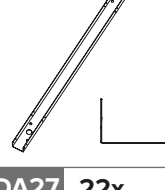
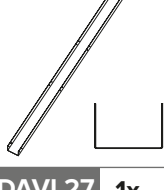
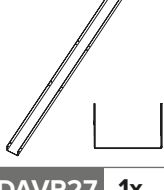
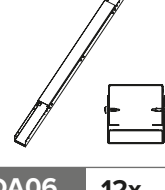
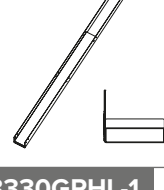
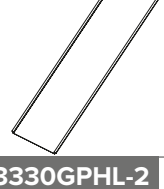
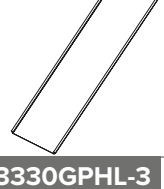
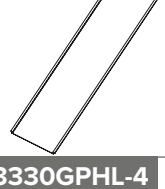
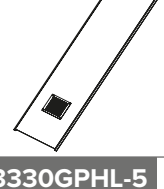
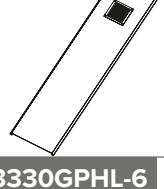
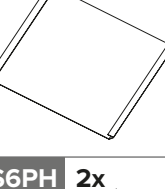
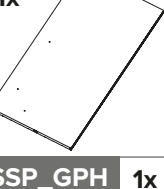
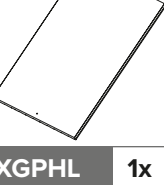
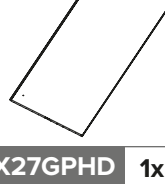
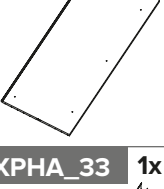
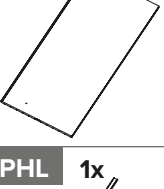
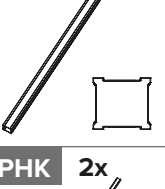
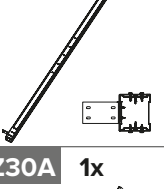
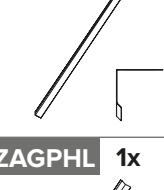
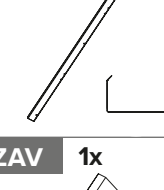
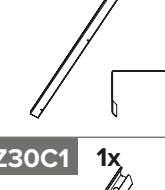
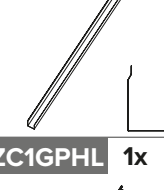
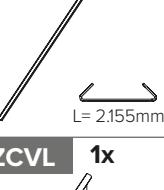
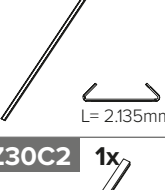
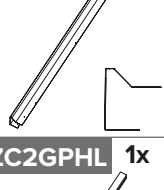
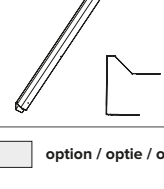
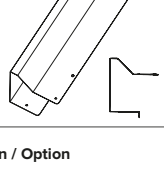
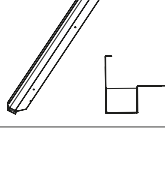
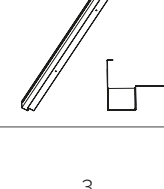
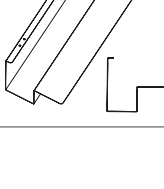
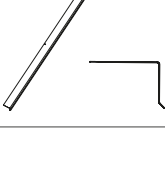
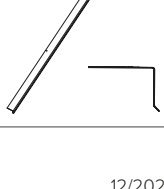
The use of a hard hat is mandatory.

Das Tragen eines Sicherheitshelms ist Pflicht.

## Liste d'outils / Gereedschappenlijst / Tools List / Werkzeugliste



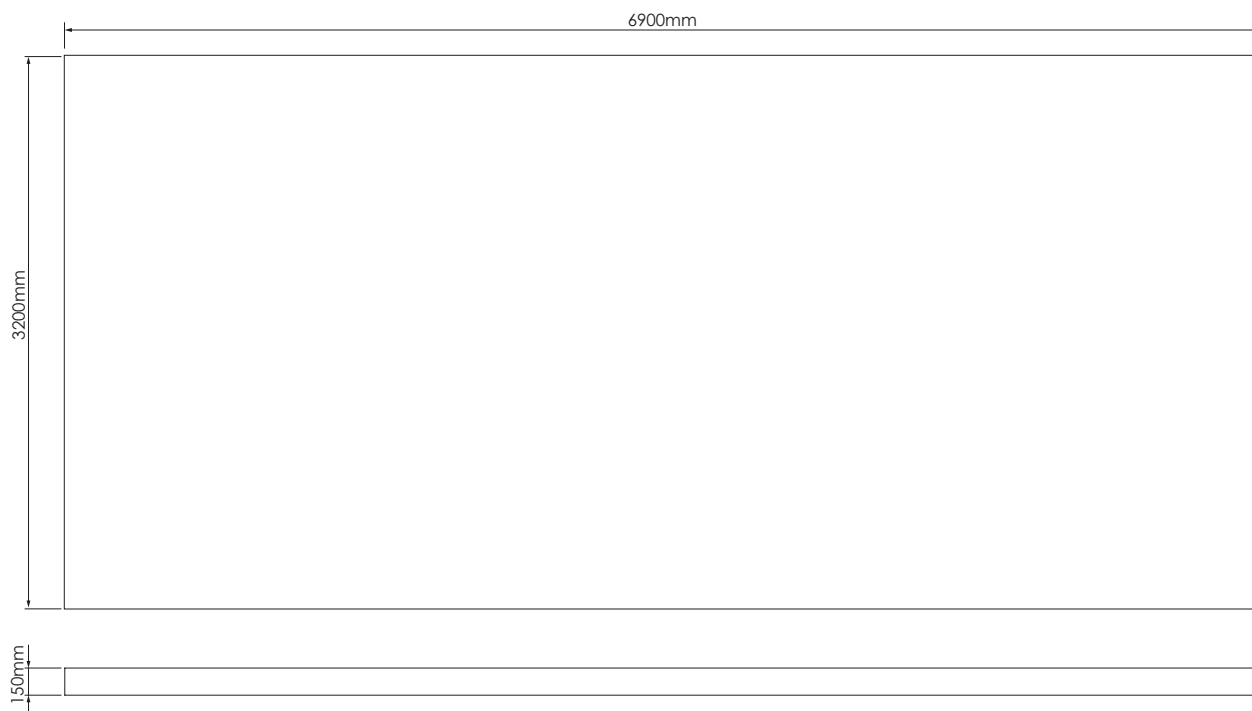
## Liste des composants / Stukslijst / Partslist / Teileliste

|                                                                                                             |                                                                                                             |                                                                                                             |                                                                                                                 |                                                                                                                     |                                                                                                                      |                                                                                                               |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>A33</b> 1x<br>          | <b>A30</b> 1x<br>          | <b>A27</b> 3x<br>          | <b>AD30</b> 1x<br>             | <b>B6</b> 39x<br>                 | <b>F6</b> 10x<br>                 | <b>FPH2</b> 2x<br>         |
| <b>FPH1</b> 1x<br>         | <b>FTPPH</b> 1x<br>        | <b>FA6</b> 1x<br>          | <b>HA6</b> 4x<br>L= 2080mm<br> | <b>HPH</b> 1x<br>L= 2064mm<br>    | <b>DR</b> 1x<br>                  | <b>DL</b> 1x<br>           |
| <b>KT18</b> 1x<br>        | <b>K6R</b> 1x<br>         | <b>K6LD</b> 1x<br>        | <b>K6S</b> 6x<br>             | <b>FD18</b> 1x<br>               | <b>UD18</b> 1x<br>               | <b>J33</b> 1x<br>         |
| <b>J30</b> 1x<br>        | <b>J27</b> 3x<br>        | <b>JD30</b> 1x<br>       | <b>JDA33</b> 1x<br>          | <b>JDA30</b> 1x<br>             | <b>J30R</b> 1x<br>              | <b>J27S</b> 3x<br>       |
| <b>DA33</b> 12x<br>      | <b>DA30</b> 6x<br>       | <b>DA27</b> 22x<br>      | <b>DAVL27</b> 1x<br>         | <b>DAVR27</b> 1x<br>            | <b>DA06</b> 12x<br>             | <b>3330GPHL-1</b> 1x<br> |
| <b>3330GPHL-2</b> 1x<br> | <b>3330GPHL-3</b> 1x<br> | <b>3330GPHL-4</b> 1x<br> | <b>3330GPHL-5</b> 1x<br>     | <b>3330GPHL-6</b> 1x<br>        | <b>S6PH</b> 2x<br>              | <b>SSP_GPH</b> 1x<br>    |
| <b>XGPHL</b> 1x<br>      | <b>X33GPHC</b> 1x<br>    | <b>X27GPHD</b> 1x<br>    | <b>XPHA_33</b> 1x<br>        | <b>IPHL</b> 1x<br>L= 2155mm<br> | <b>IPHK</b> 2x<br>L= 2135mm<br> | <b>Z30A</b> 1x<br>       |
| <b>ZAGPHL</b> 1x<br>     | <b>ZAV</b> 1x<br>        | <b>Z30C1</b> 1x<br>      | <b>ZC1GPHL</b> 1x<br>        | <b>ZCVL</b> 1x<br>              | <b>Z30C2</b> 1x<br>             | <b>ZC2GPHL</b> 1x<br>    |

 option / optie / option / Option

## Liste des composants / Stukslijst / Partslist / Teileliste

|                     |                     |                       |                     |                                               |                       |                      |
|---------------------|---------------------|-----------------------|---------------------|-----------------------------------------------|-----------------------|----------------------|
| <b>Z27B</b> 1x<br>  | <b>Z27D</b> 1x<br>  | <b>W1</b> 1x<br>      | <b>W2</b> 1x<br>    | <b>W3</b> 1x<br>                              | <b>W4</b> 2x<br>      | <b>WP60</b> 2x<br>   |
| <b>m27</b> 3x<br>   | <b>m30</b> 2x<br>   | <b>m33</b> 1x<br>     | <b>CP05</b> 12x<br> | <b>CP03</b> 3x<br>                            | <b>CP01</b> 3x<br>    | <b>CP02g</b> 2x<br>  |
| <b>CP02i</b> 6x<br> | <b>SPB6</b> 4x<br>  | <b>M12x115</b> 6x<br> | <b>BZ</b> 25x<br>   | <b>TOOL1</b> 1x<br>                           | <b>SD18BL</b> 40x<br> | <b>SD18</b> 650x<br> |
| <b>SD25</b> 2x<br>  | <b>TOOL2</b> 3x<br> | <b>SD16D</b> 18x<br>  | <b>TOOL3</b> 1x<br> | <b>RK1</b> 1x<br><b>RK2</b><br><b>RK3</b><br> | <b>AB-1,25</b> 2x<br> | <b>AB-5</b> 7x<br>   |
| <b>DI30</b> 6x<br>  | <b>DI27</b> 10x<br> | <b>DIV27</b> 2x<br>   | <b>DI06</b> 12x<br> | <b>X30A</b> 1x<br>                            | <b>X27B</b> 1x<br>    | <b>X30C</b> 1x<br>   |
| <b>X27D</b> 1x<br>  | <b>IG</b> 2x<br>    | <b>IK</b> 2x<br>      | <b>PP27</b> 1x<br>  | <b>TP3330</b> 4x<br>                          | <b>BF27</b> 13x<br>   |                      |
| <b>OS18</b> 1x<br>  | <b>DK</b> 1x<br>    |                       |                     |                                               |                       |                      |



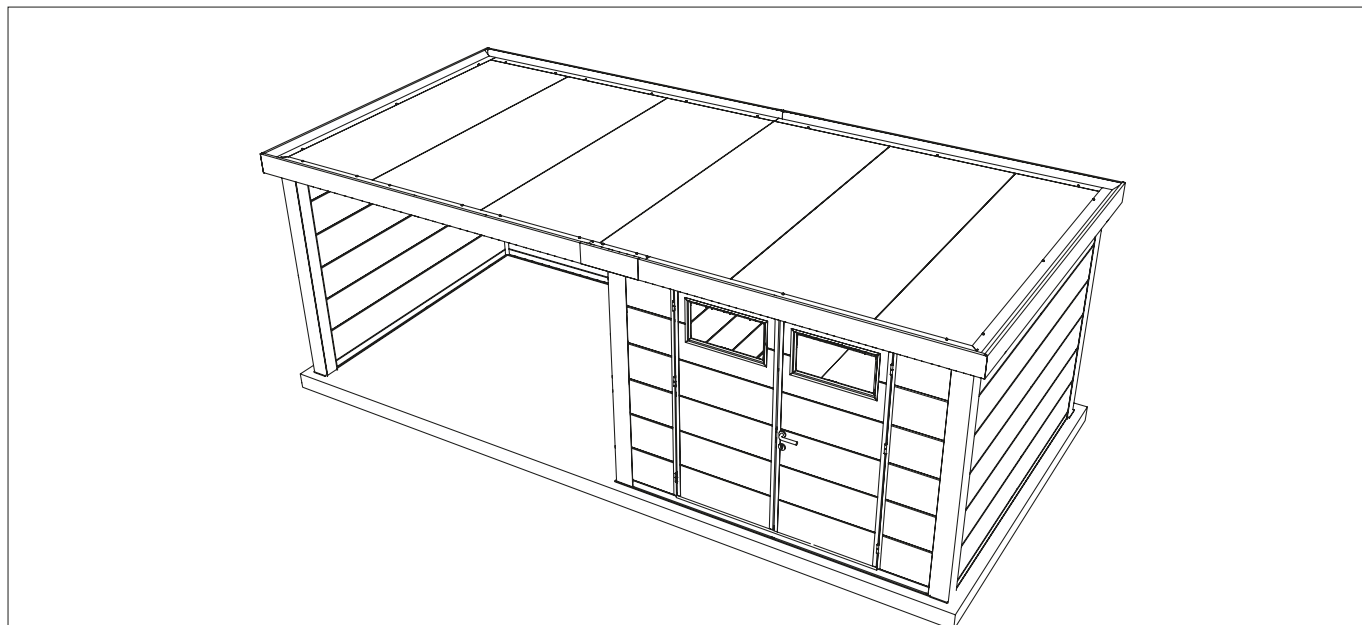
#### Fundament

- Le sol doit être plat et de niveau. Le sol doit être réalisé pour permettre une fixation adéquate de l'abris de jardin.
- De vloer moet vlak en waterpas zijn. De vloer moet gemaakt worden zodat de bevestiging van het tuinhuis wel mogelijk is.
- The floor must be flat and level. The floor must be made in such a way that it is possible to fix the garden house.
- Der Aufbauort muss eine flache, geschlossene und in Waage liegende Bodenplatte aufzeigen. Die Bodenplatte muss so beschaffen sein, dass eine mechanische Befestigung von dem Haus erfolgen kann.

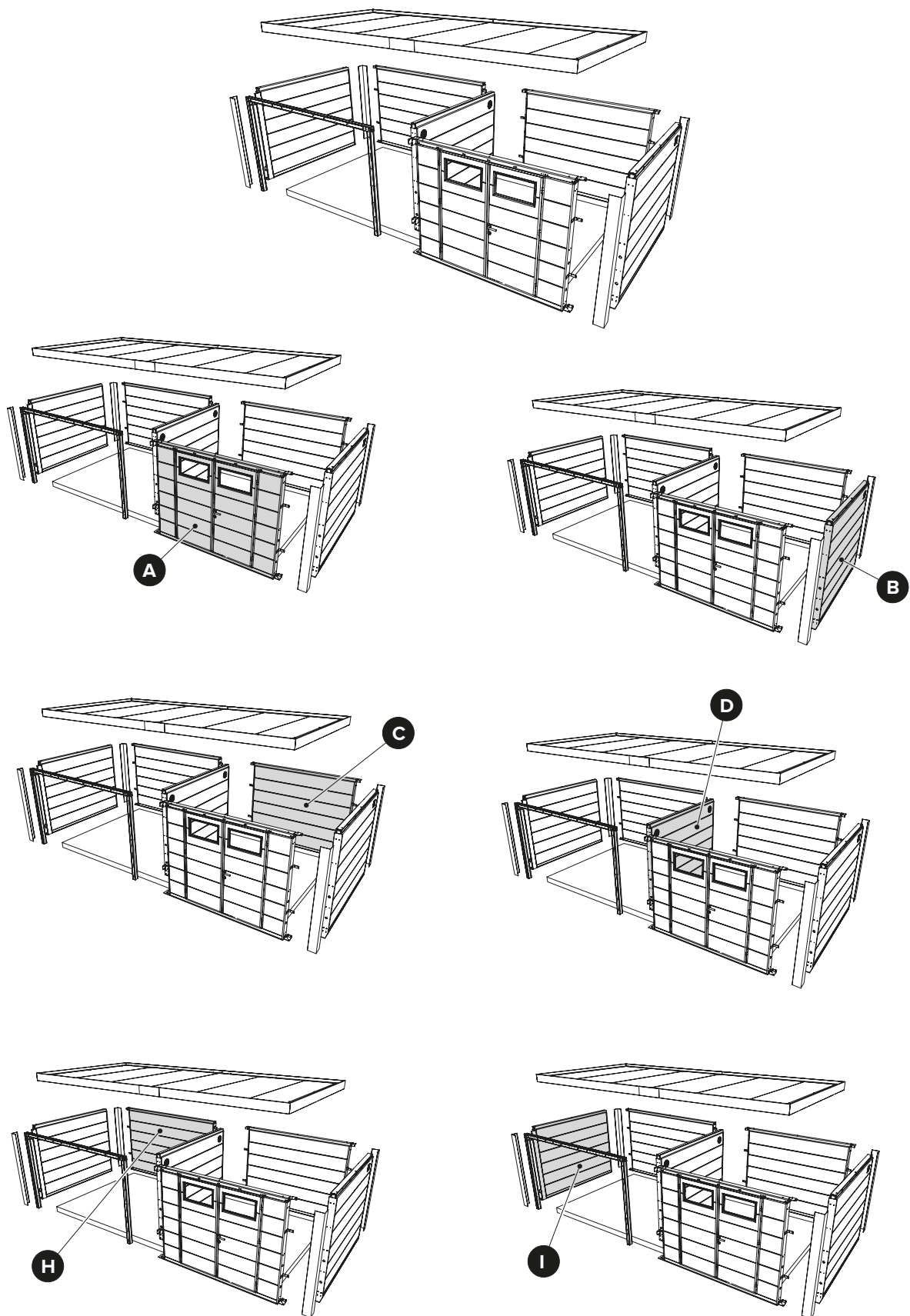
#### PS

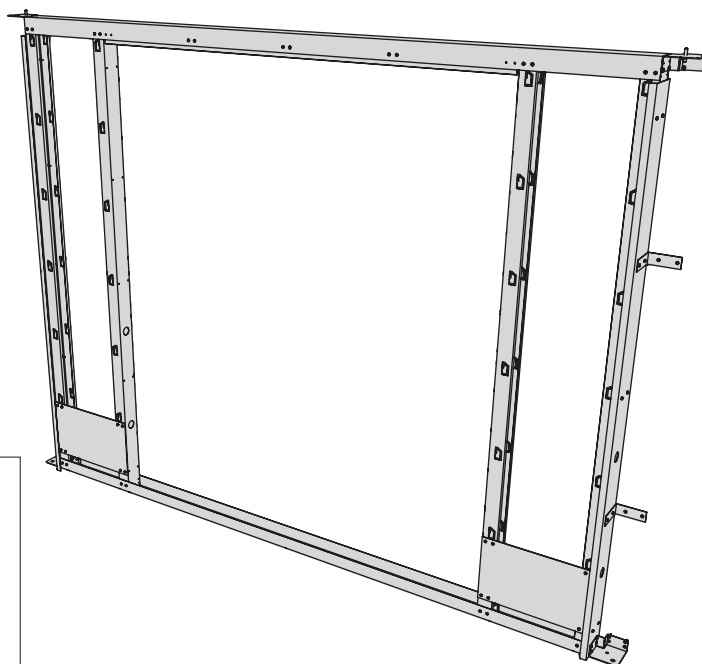
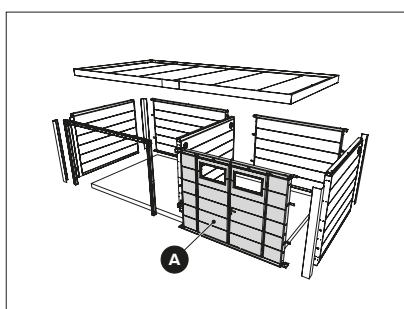
- L'abris de jardin doit être centrée sur la dalle de béton.
- Het tuinhuis moet gecentreerd geplaatst worden op het fundament.
- The garden house must be centered on the foundation.
- Das Gartenhaus muss auf dem Fundament zentriert sein.

#### Tous les éléments / Alle elementen / All elements / Alle Elemente

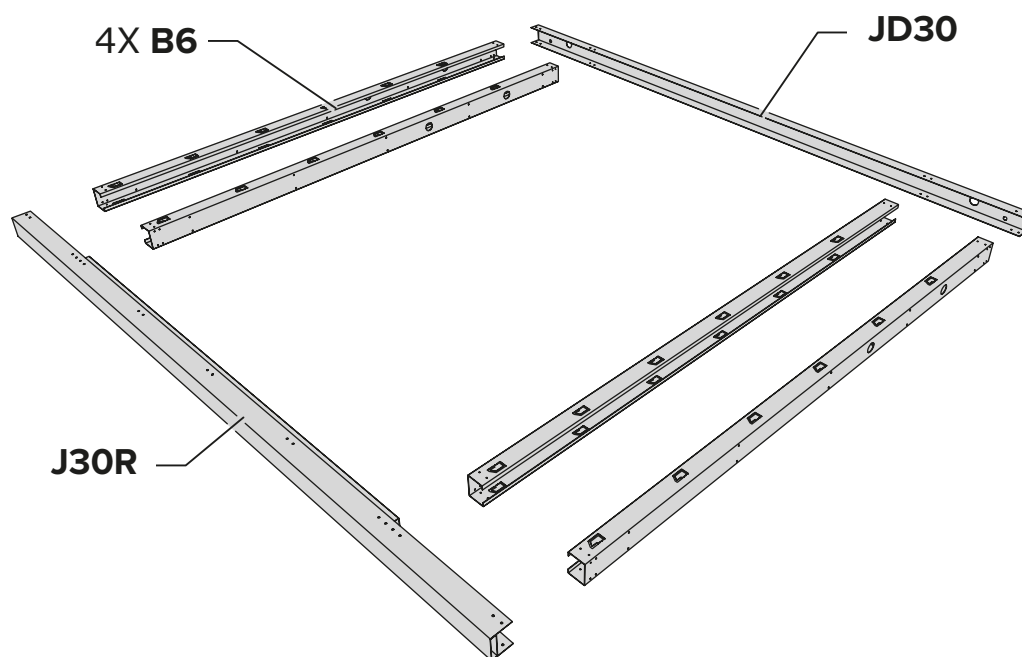


# Composition / Compositie / Composition / Zusammensetzung



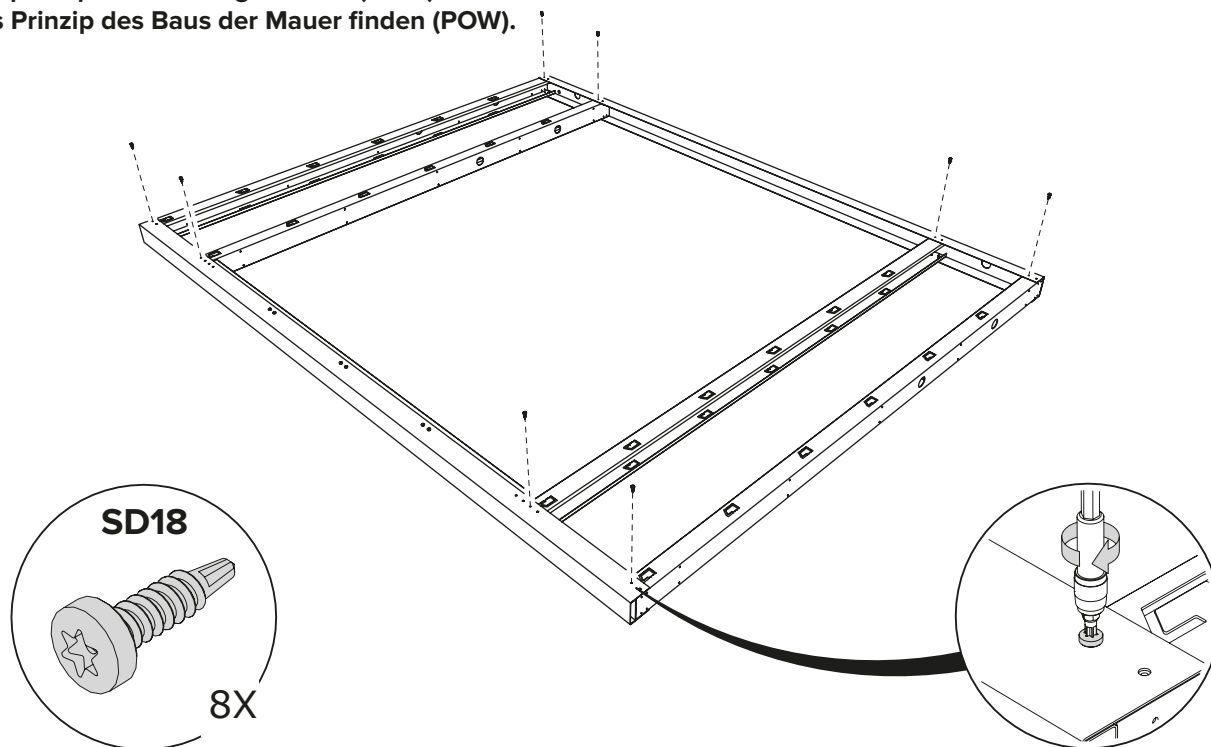


**A** Paroi / Wand / Wall / Wand



**A** Paroi / Wand / Wall / Wand

Le principe de la construction du mur (POW).  
 Het principe van de opbouw van de wand (POW).  
 The principle of building the wall (POW).  
 Das Prinzip des Baus der Mauer finden (POW).

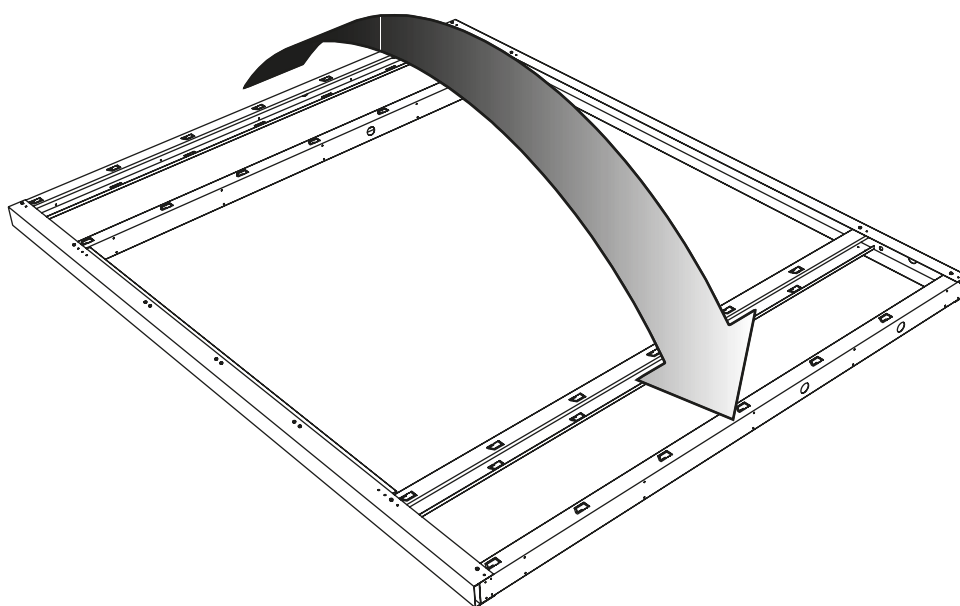


A

Paroi / Wand / Wall / Wand

POW

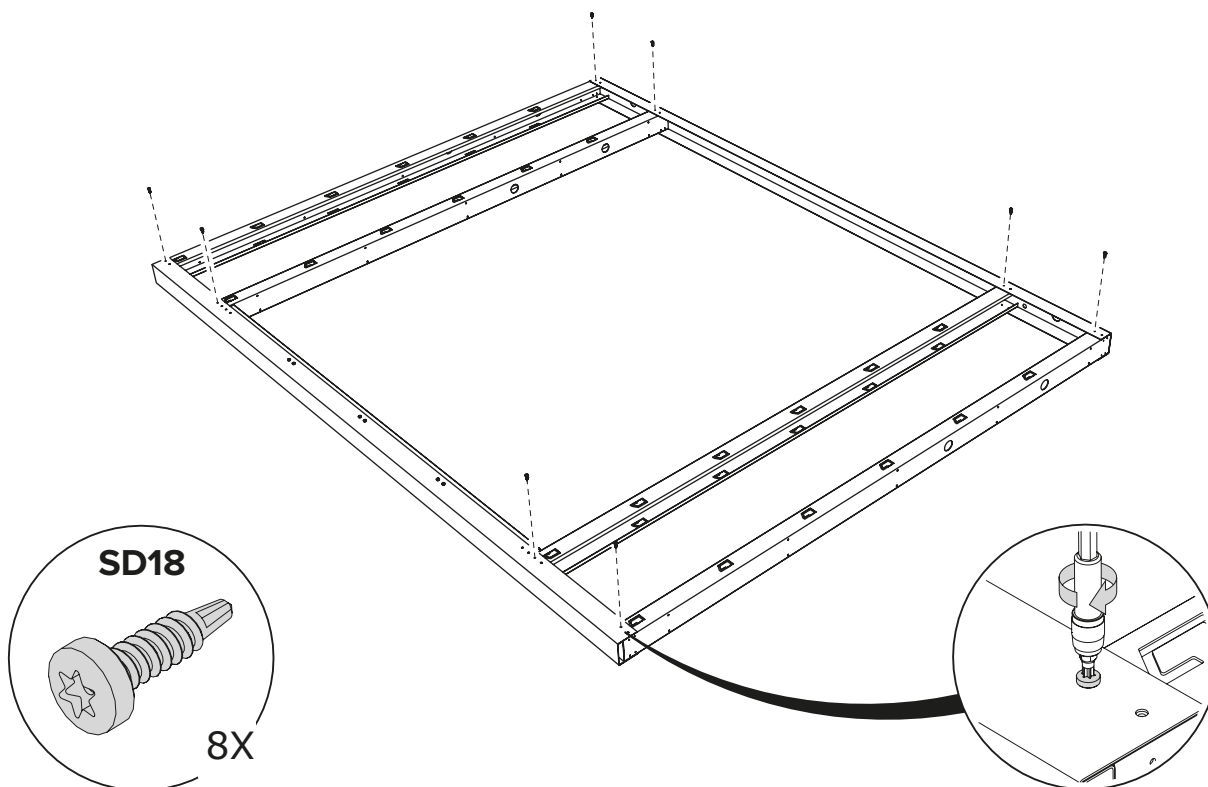
Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen



A

Paroi / Wand / Wall / Wand

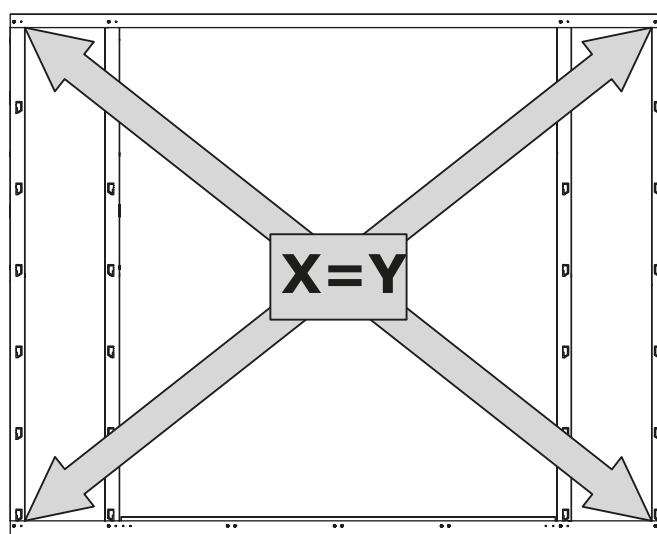
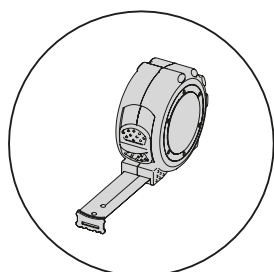
POW



A

Paroi / Wand / Wall / Wand

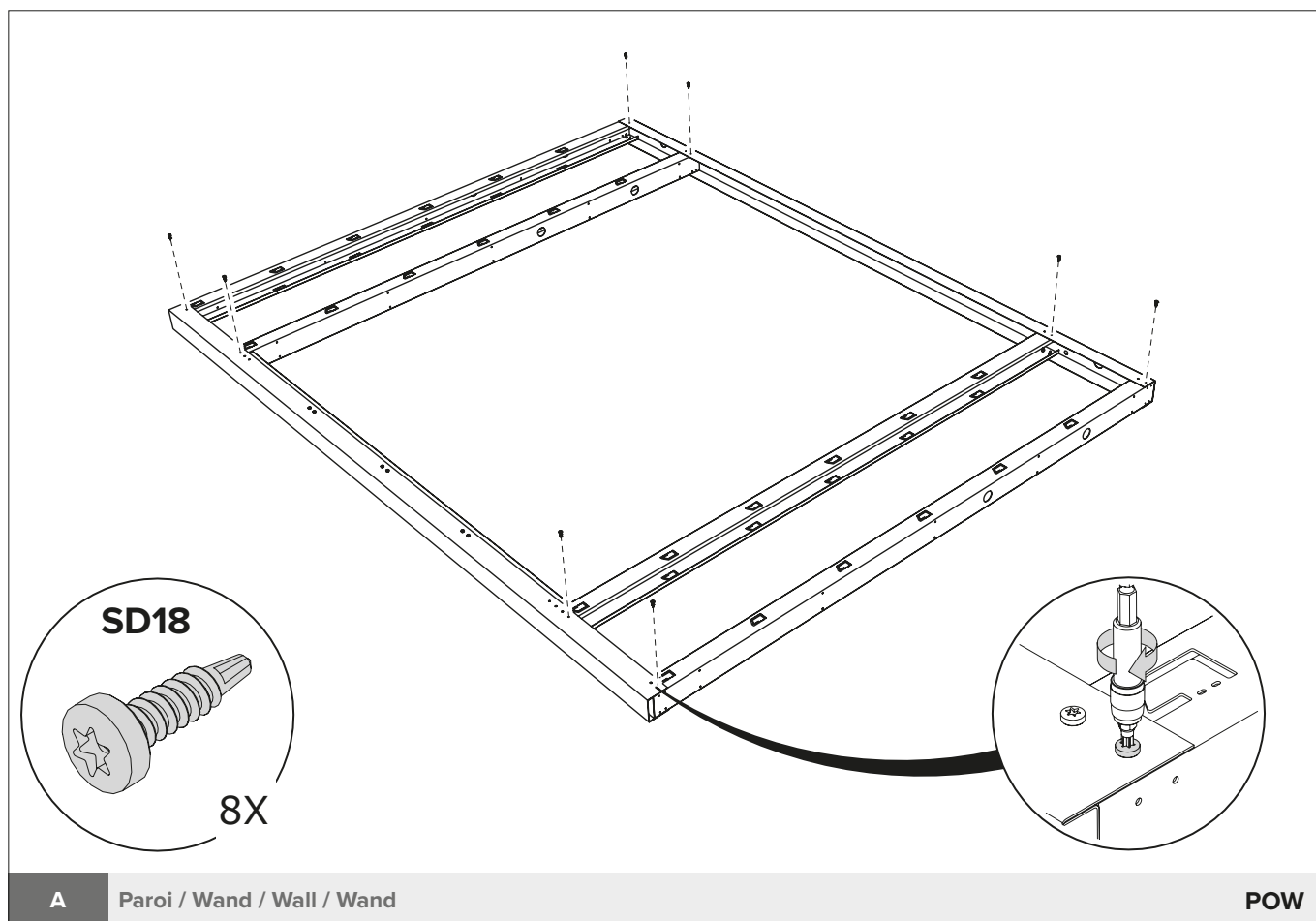
POW



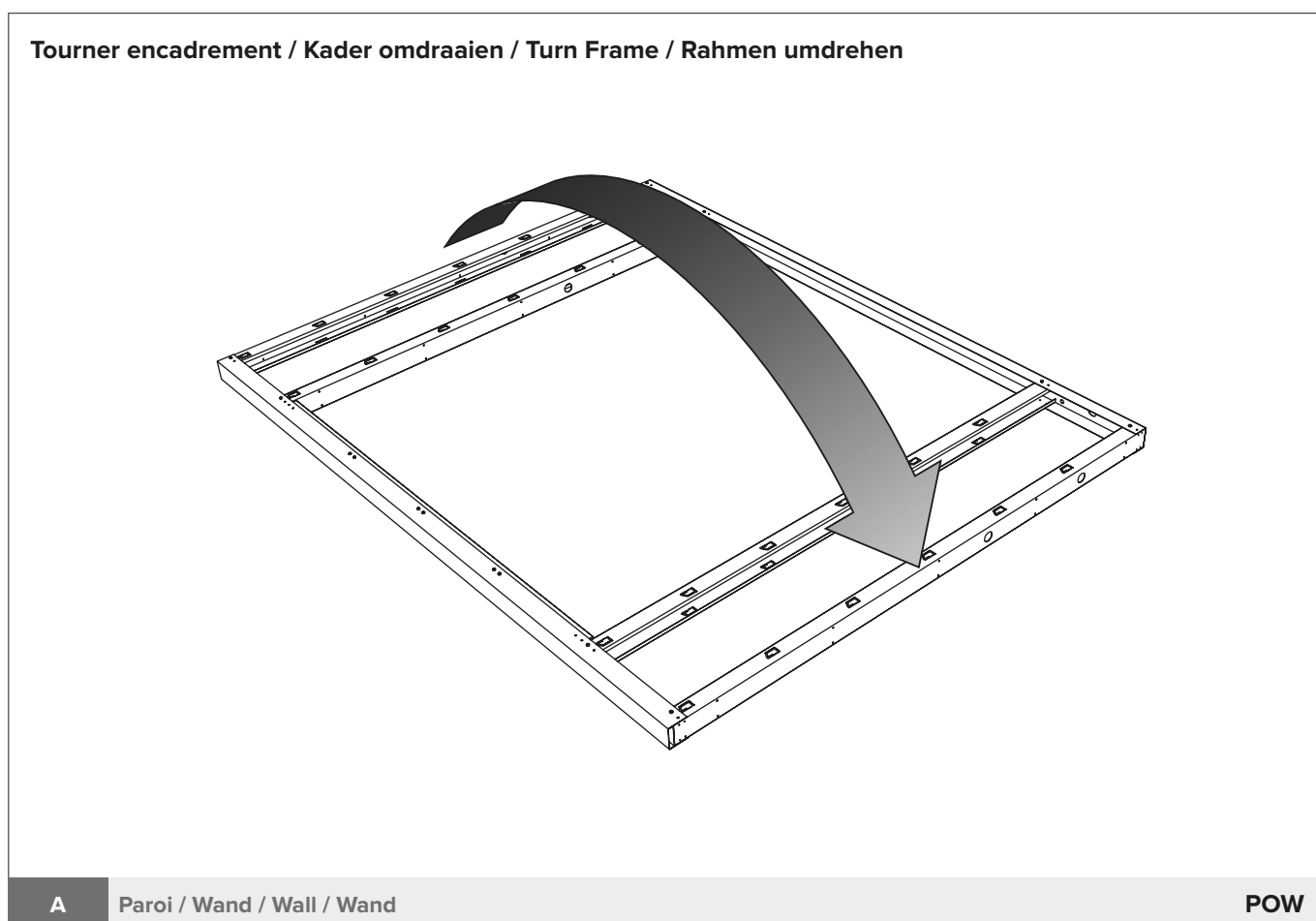
A

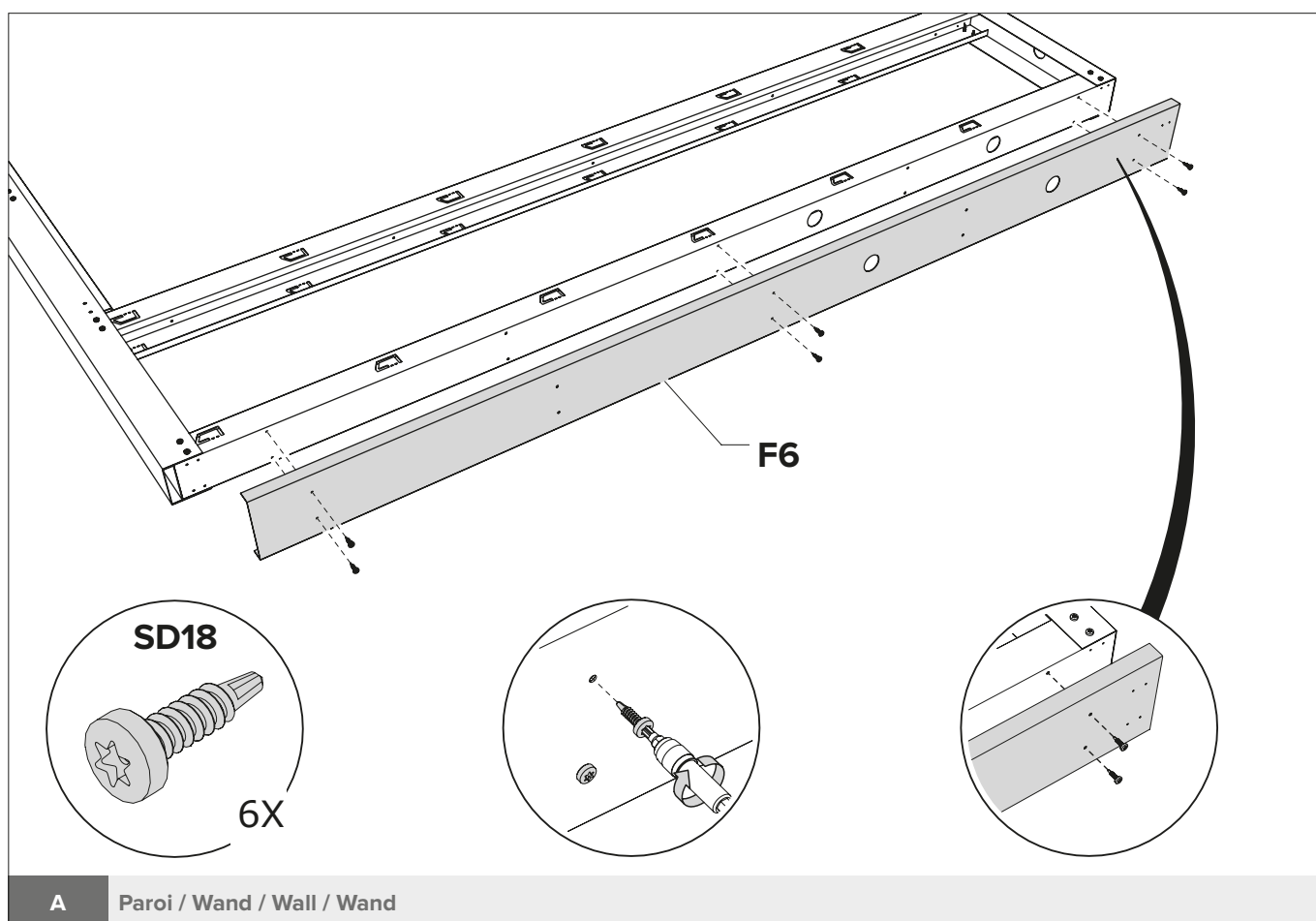
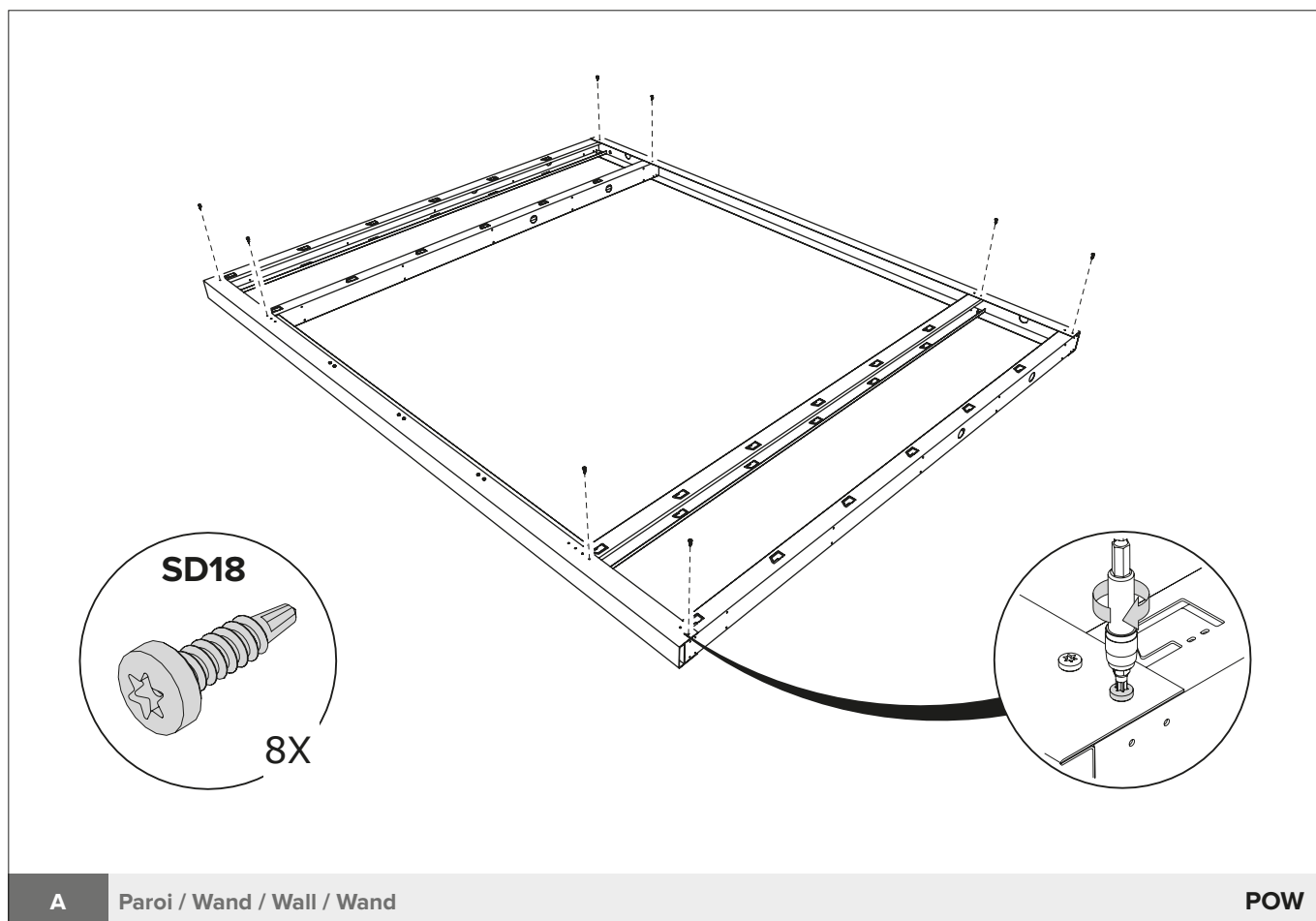
Paroi / Wand / Wall / Wand

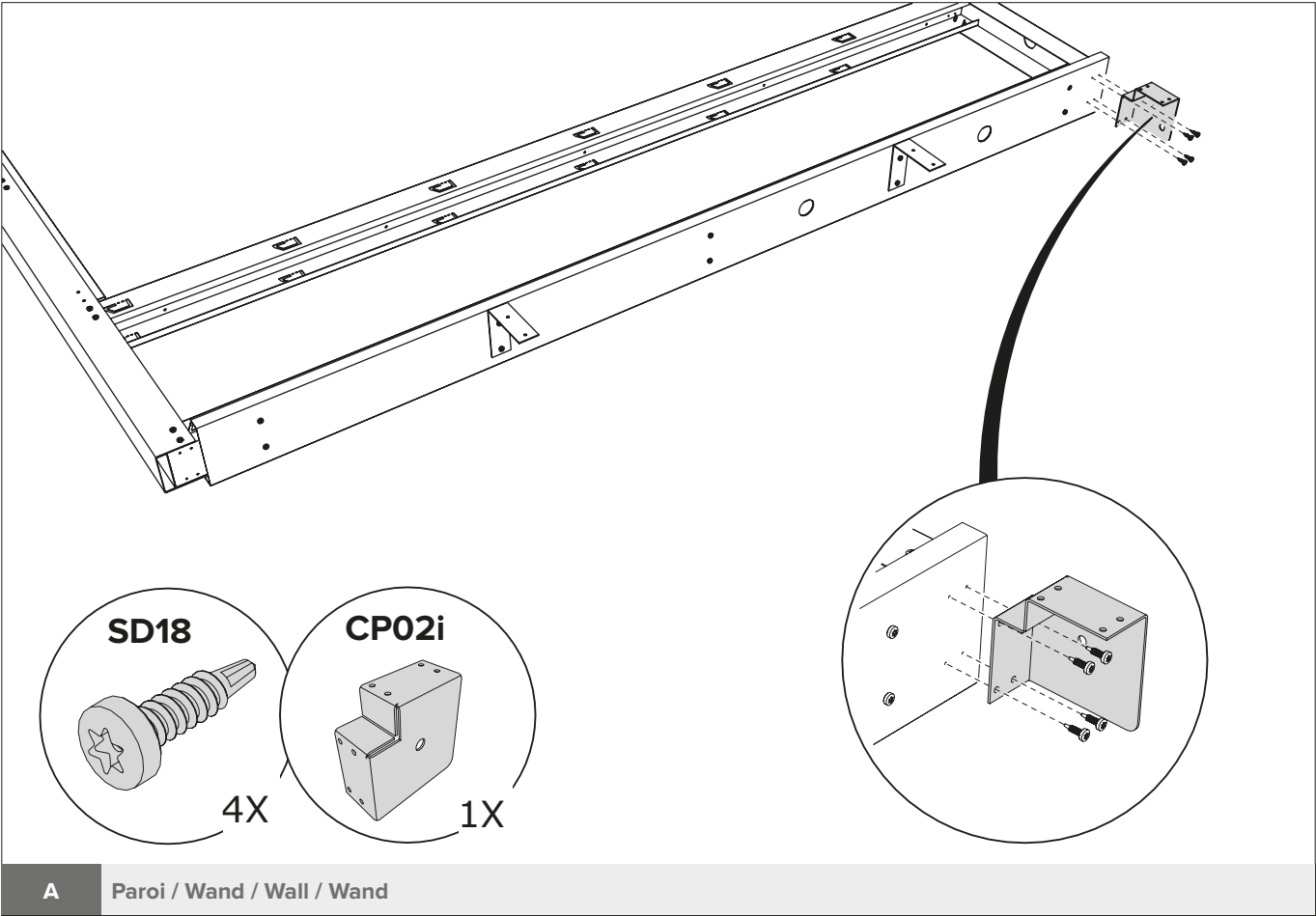
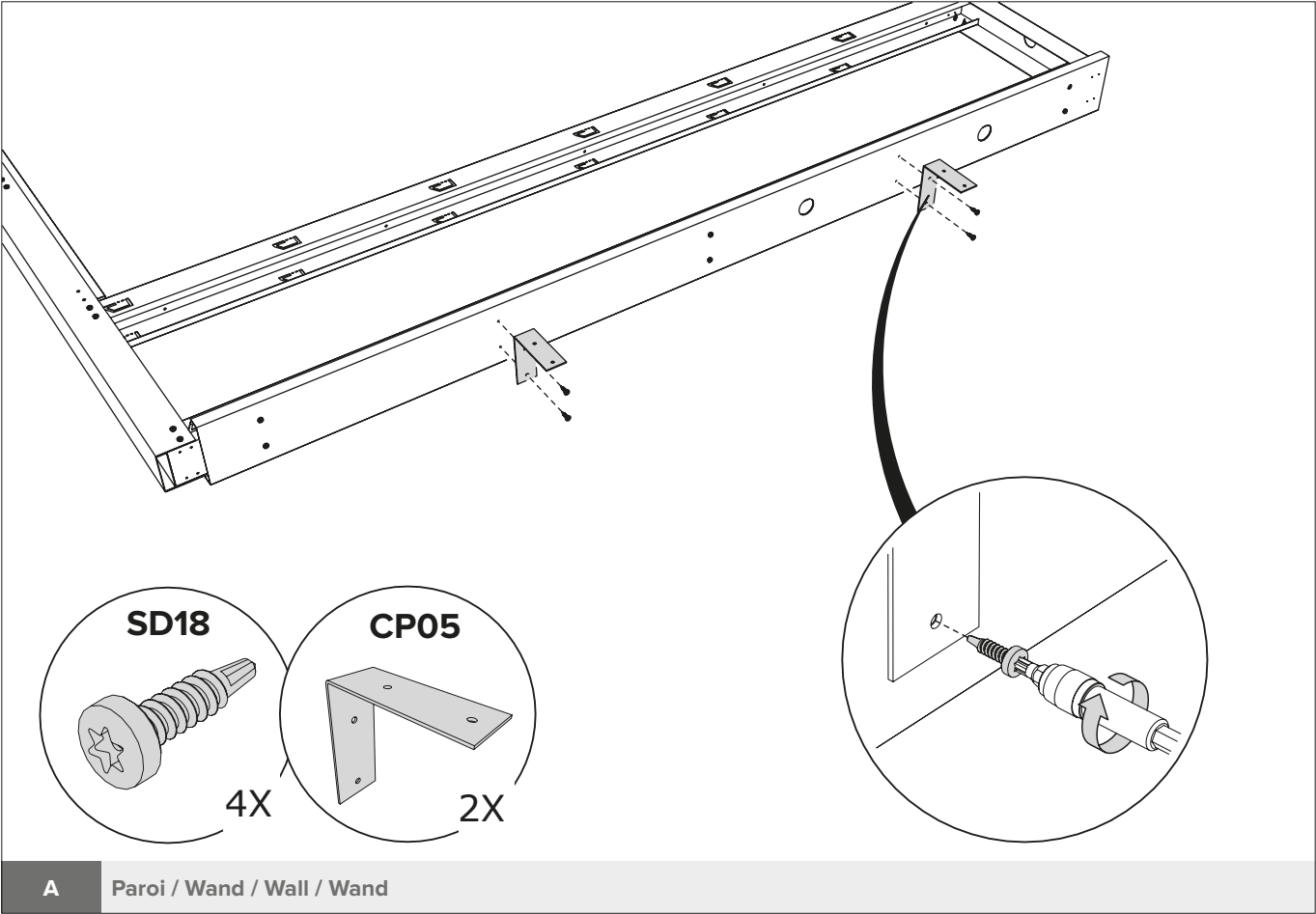
POW

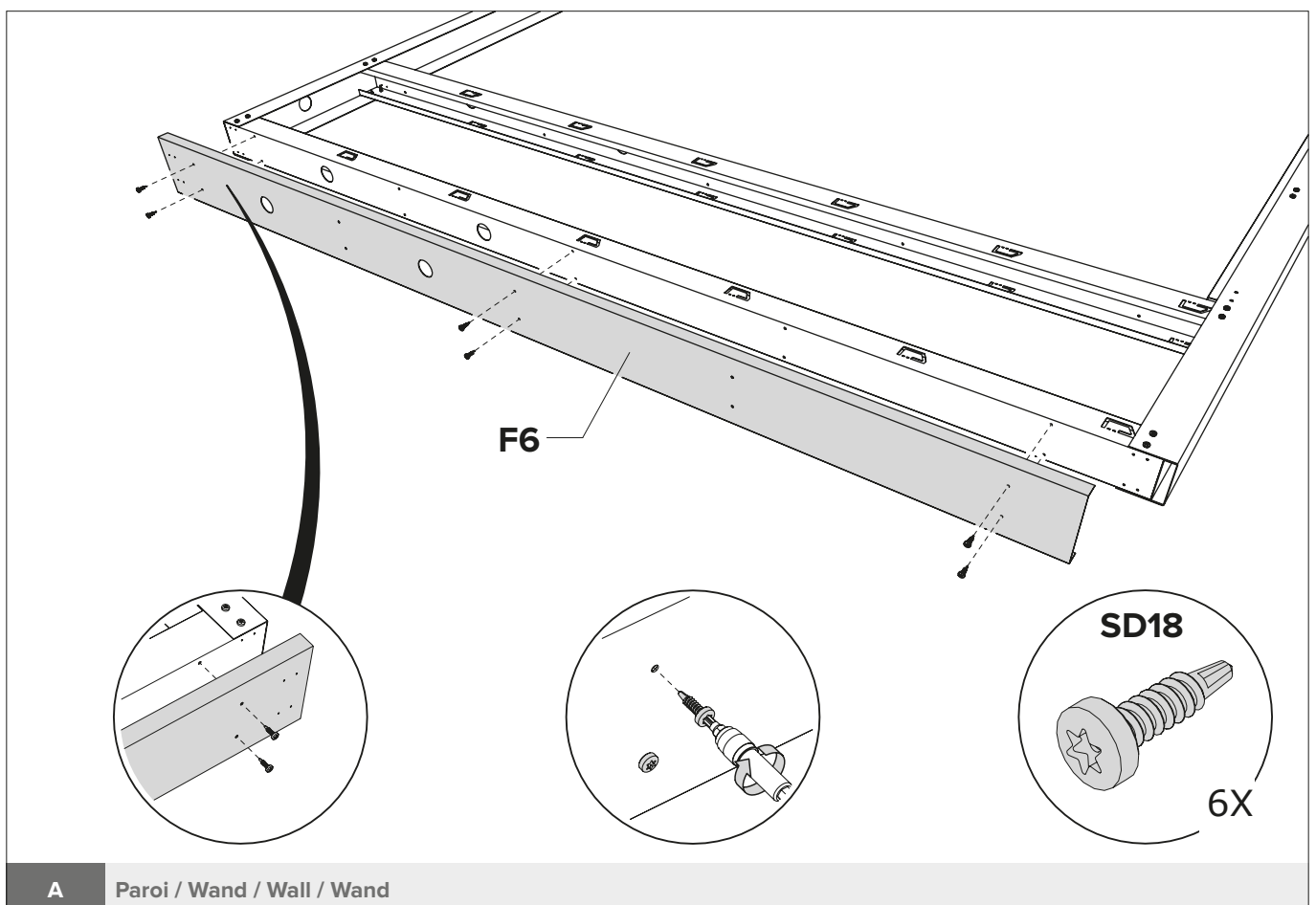
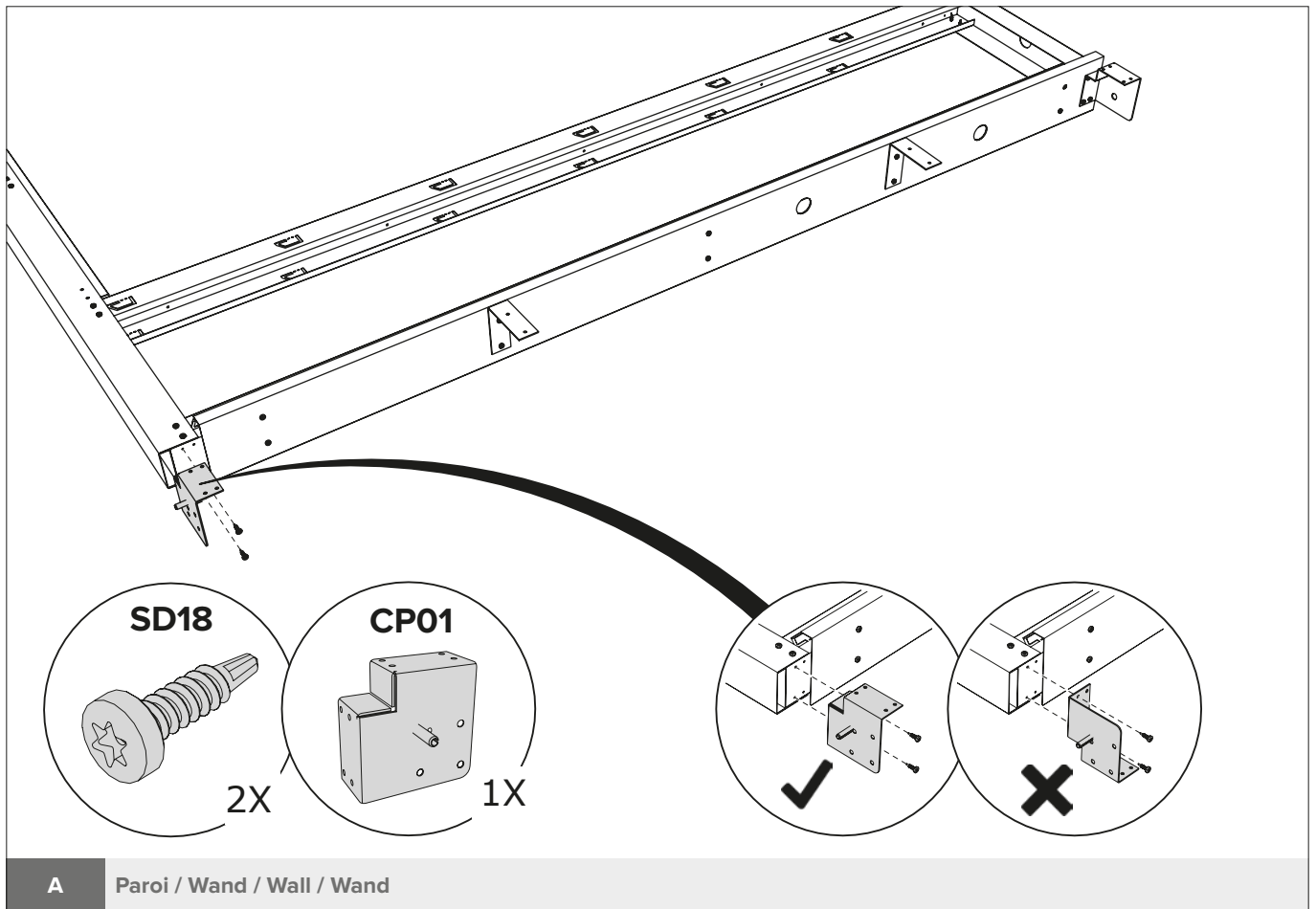


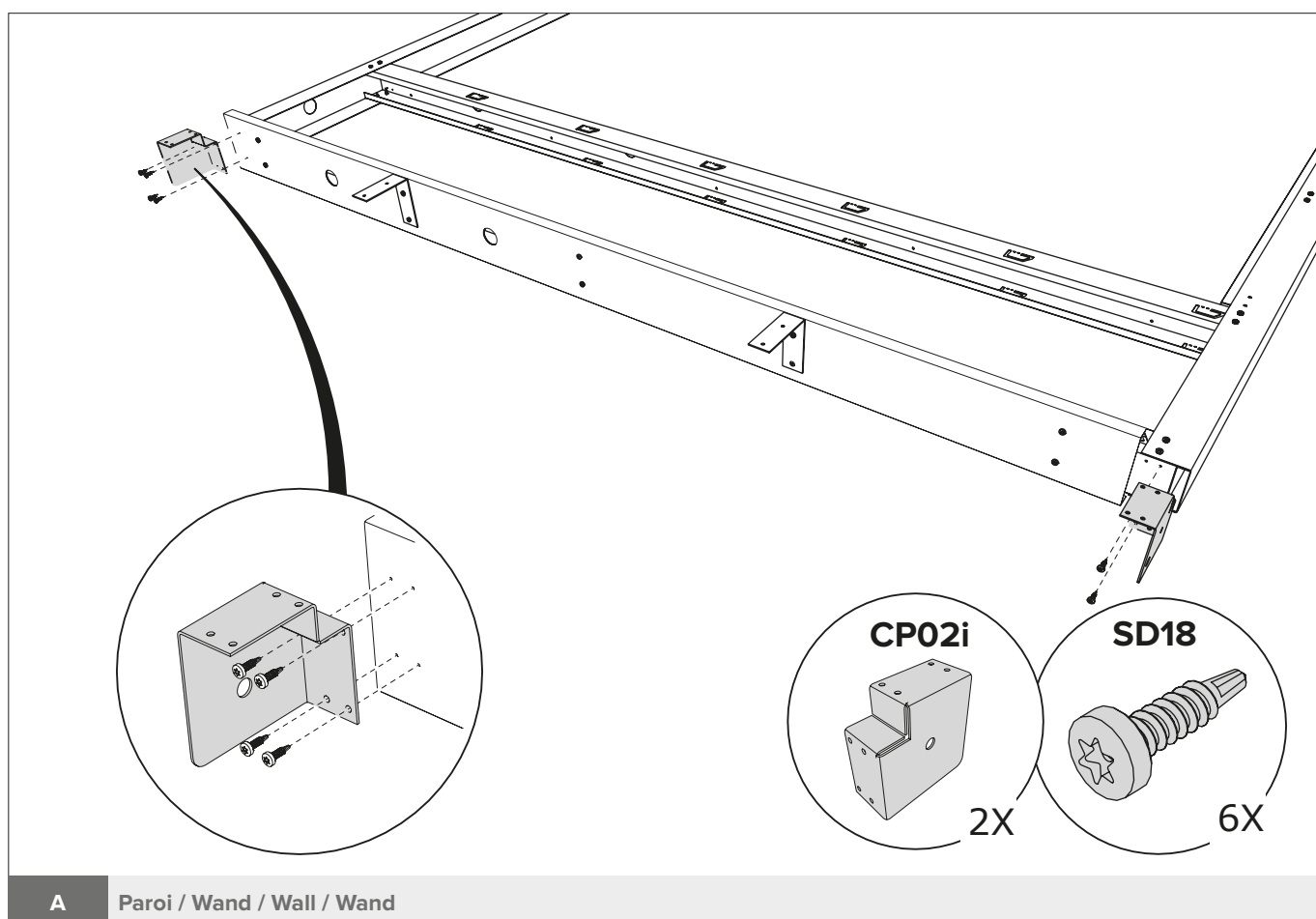
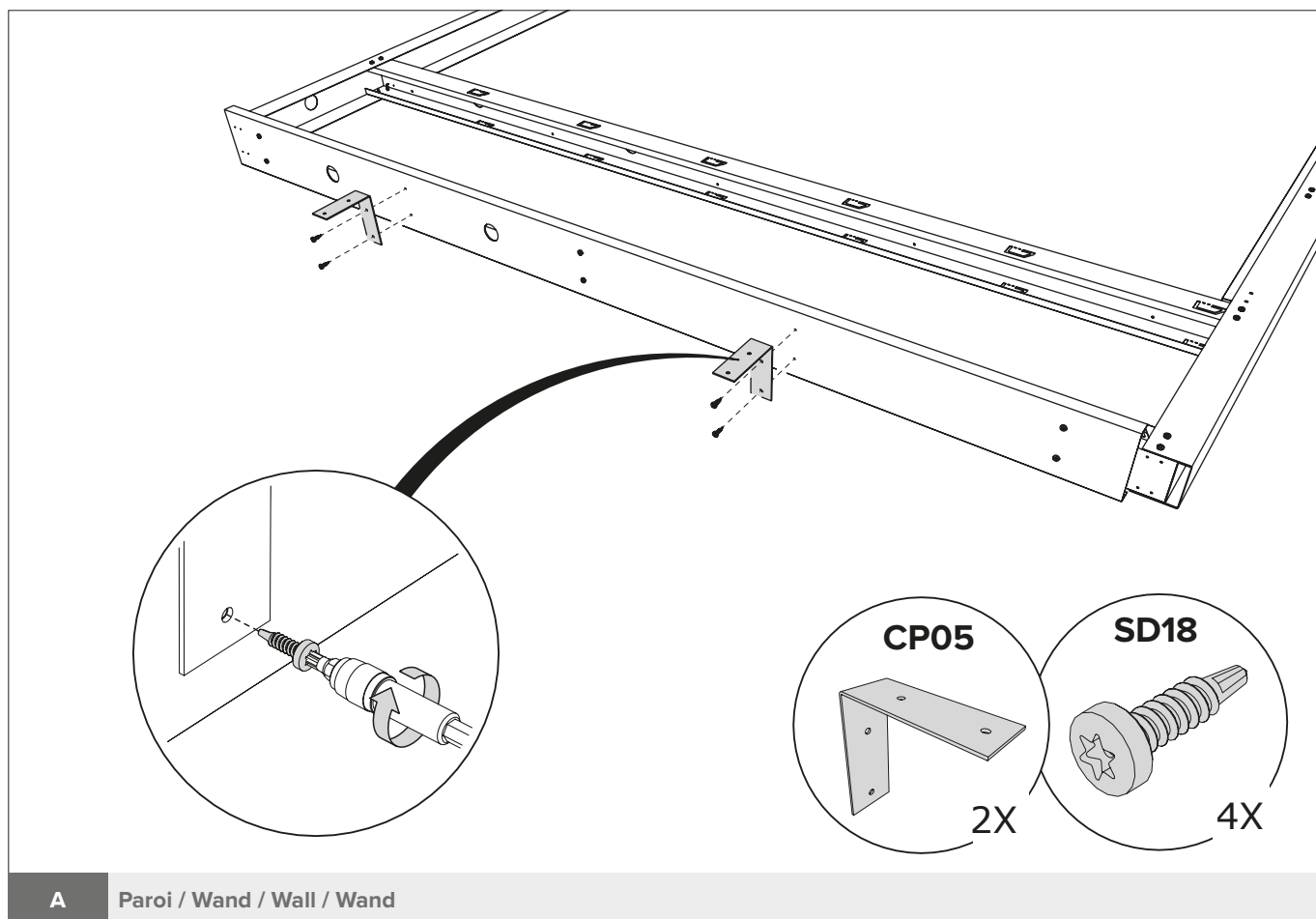
Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen

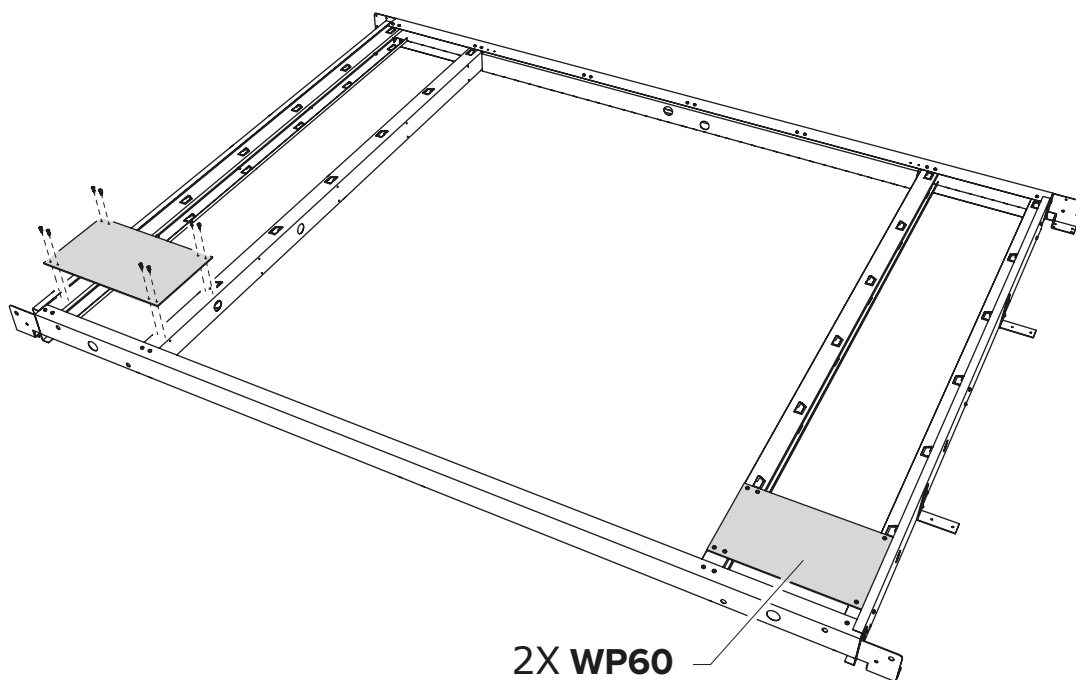






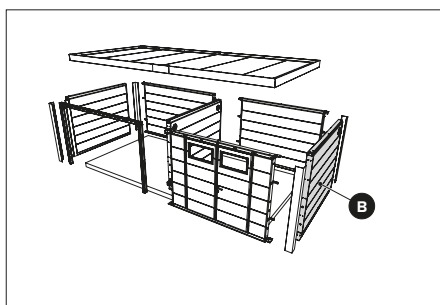
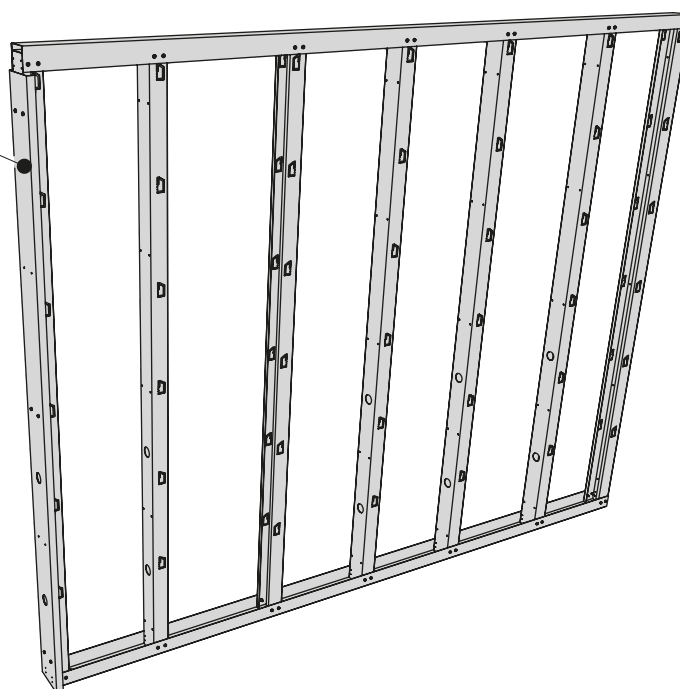






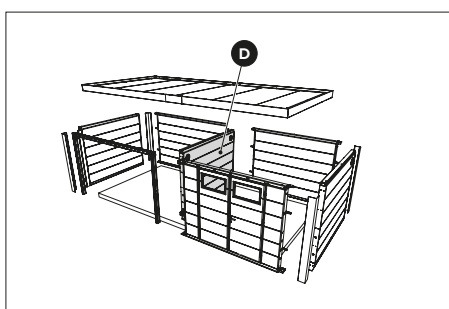
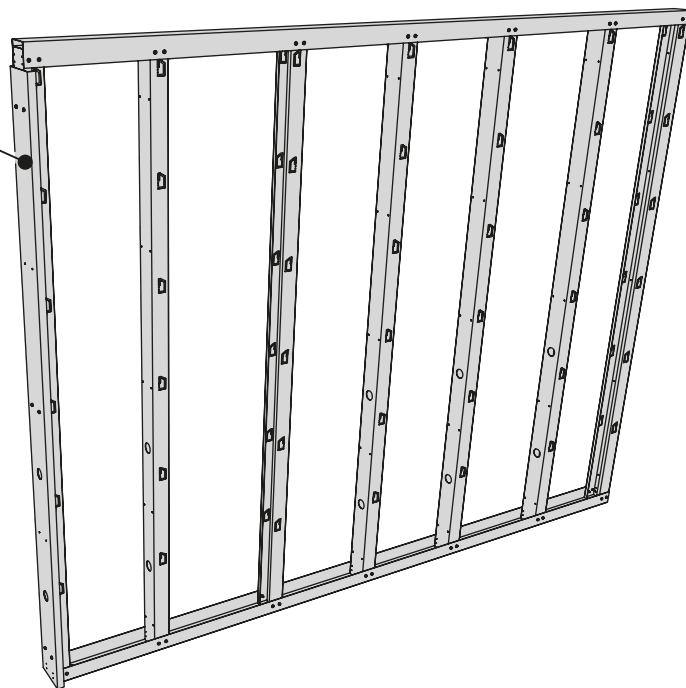
**A** Paroi / Wand / Wall / Wand

**B**



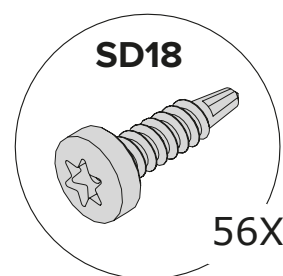
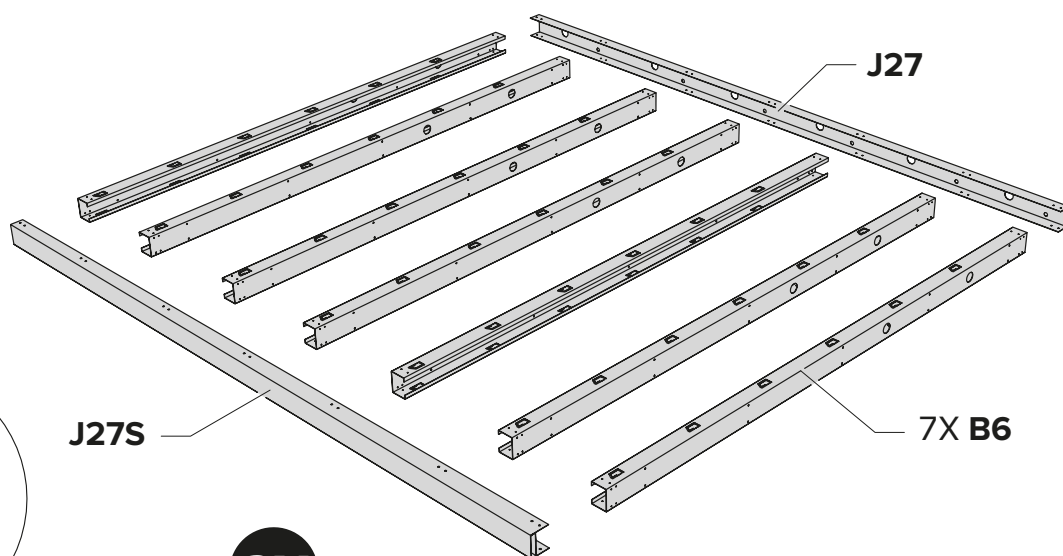
**B** Paroi / Wand / Wall / Wand

**D**



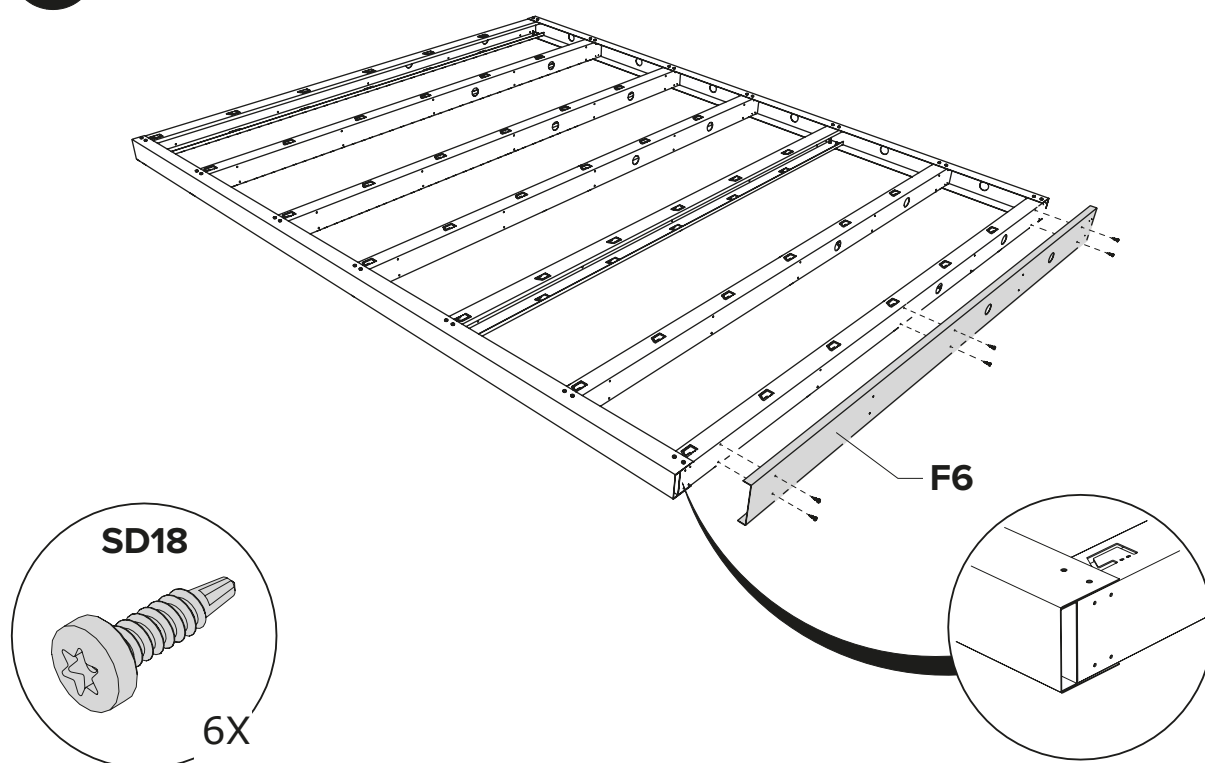
**D** Paroi / Wand / Wall / Wand

Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).

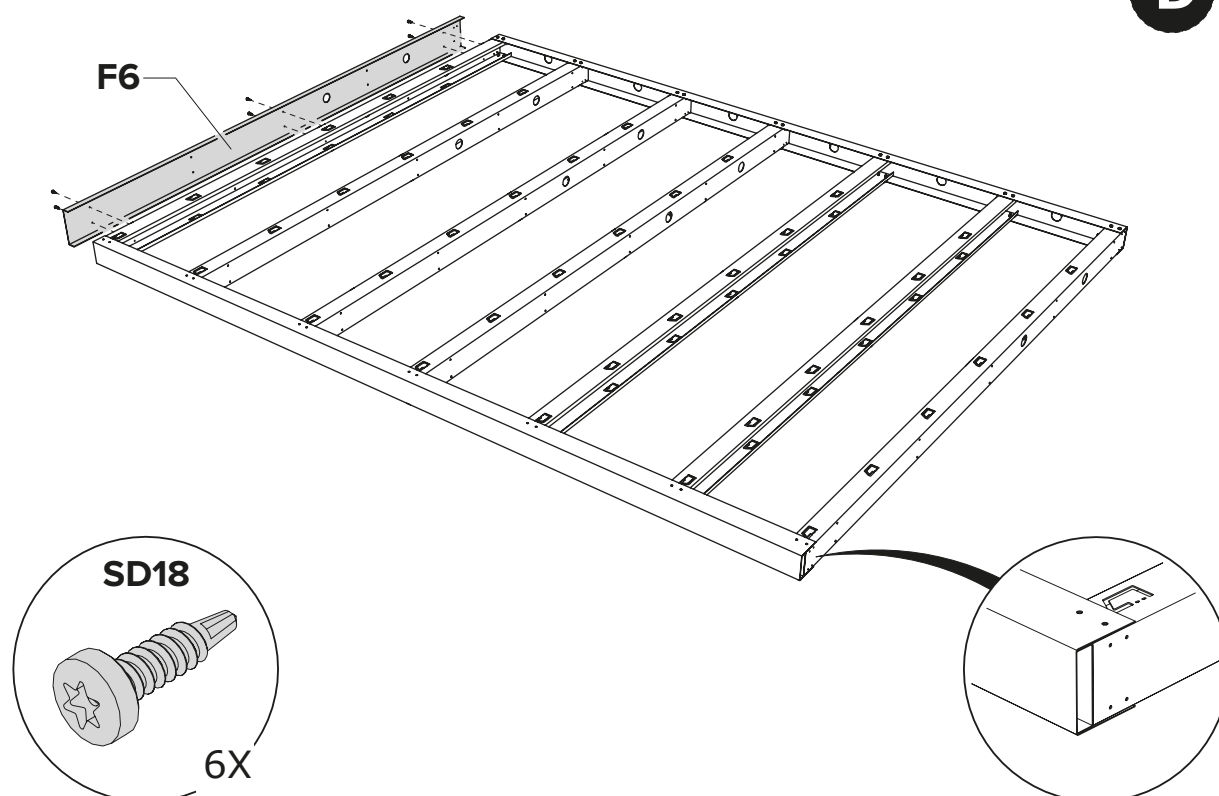


**2X**

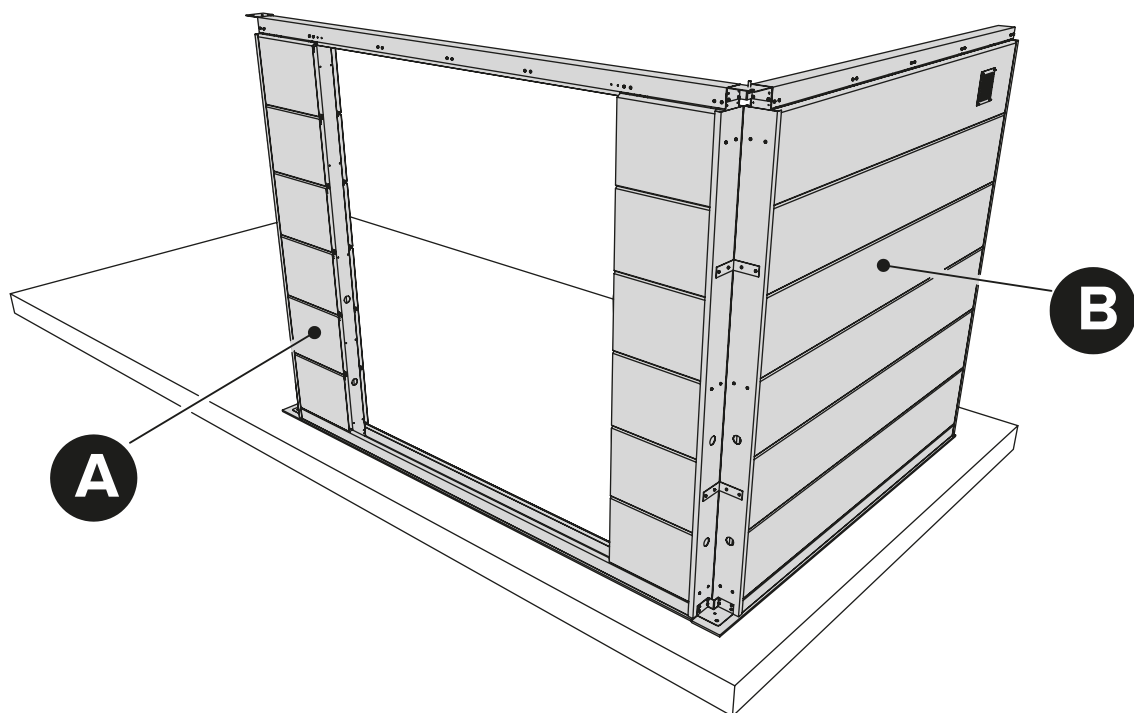
**B / D** Paroi / Wand / Wall / Wand

**B****B**

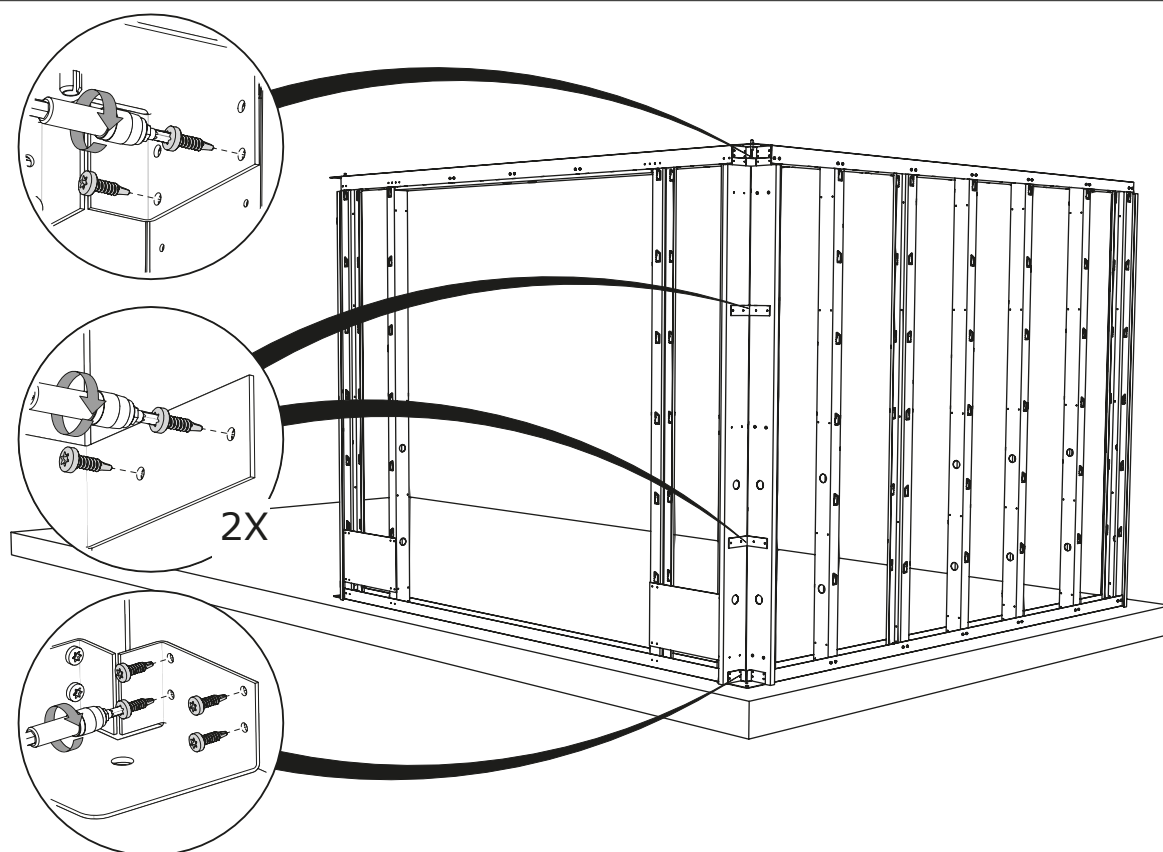
Paroi / Wand / Wall / Wand

**D****D**

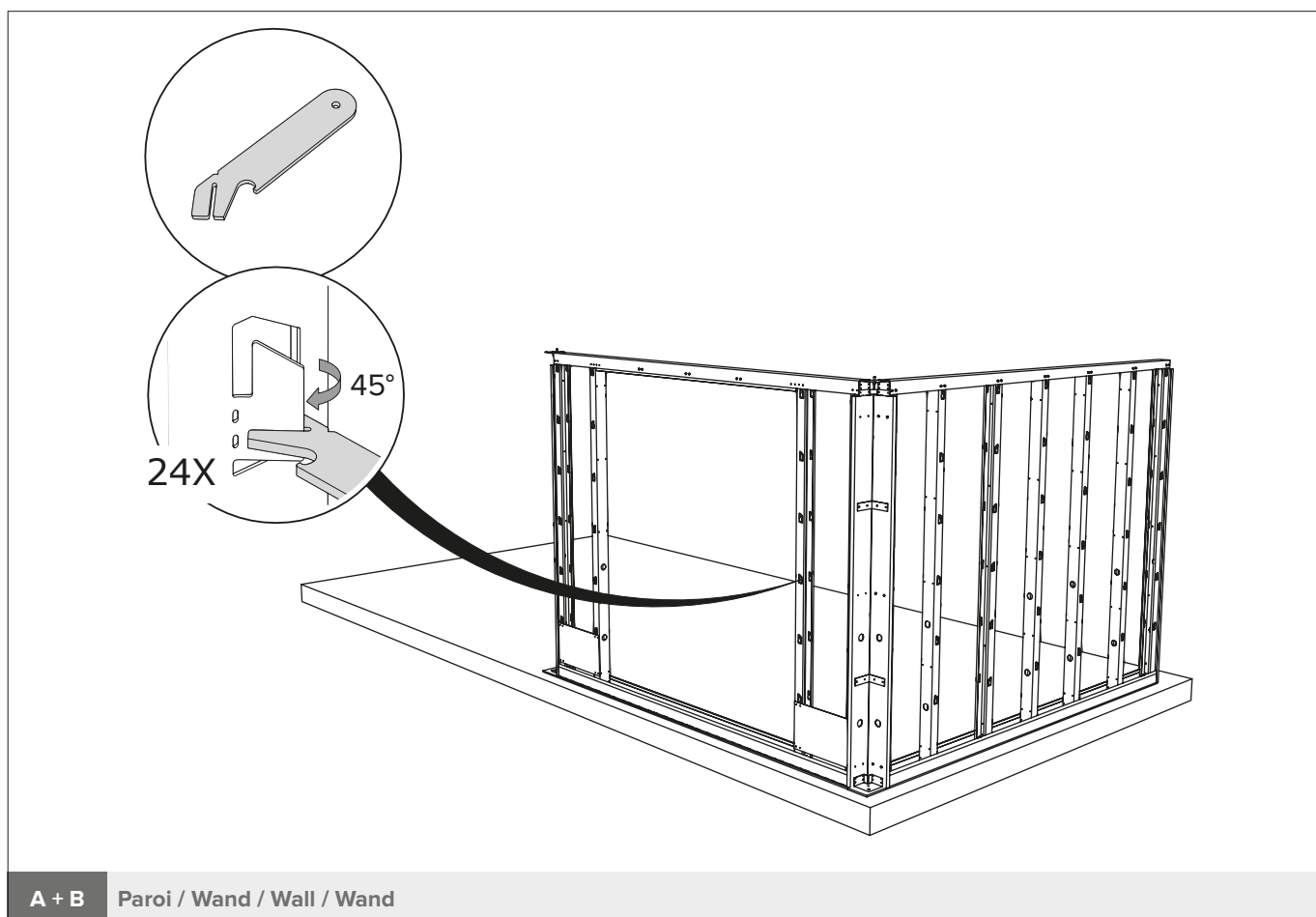
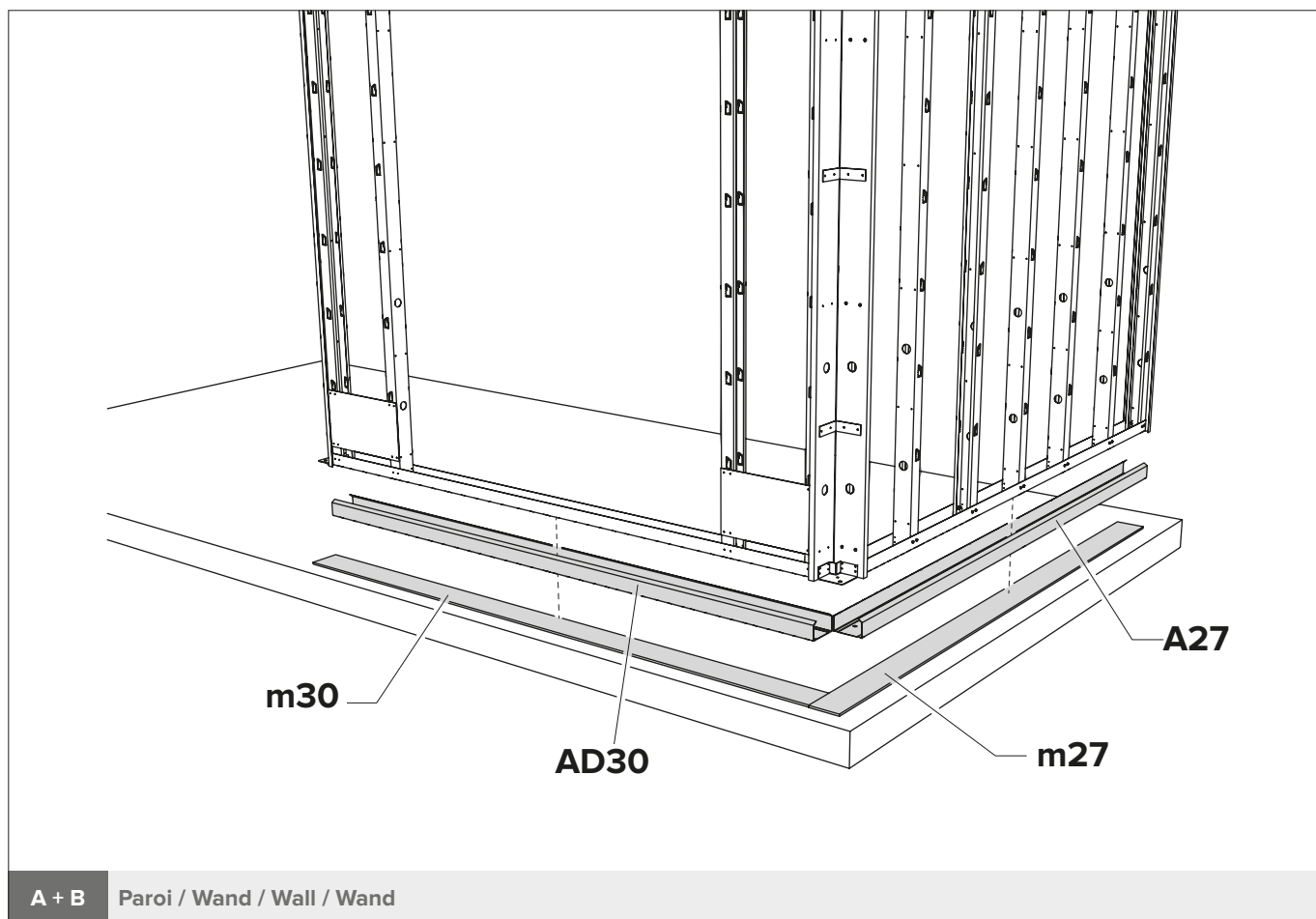
Paroi / Wand / Wall / Wand

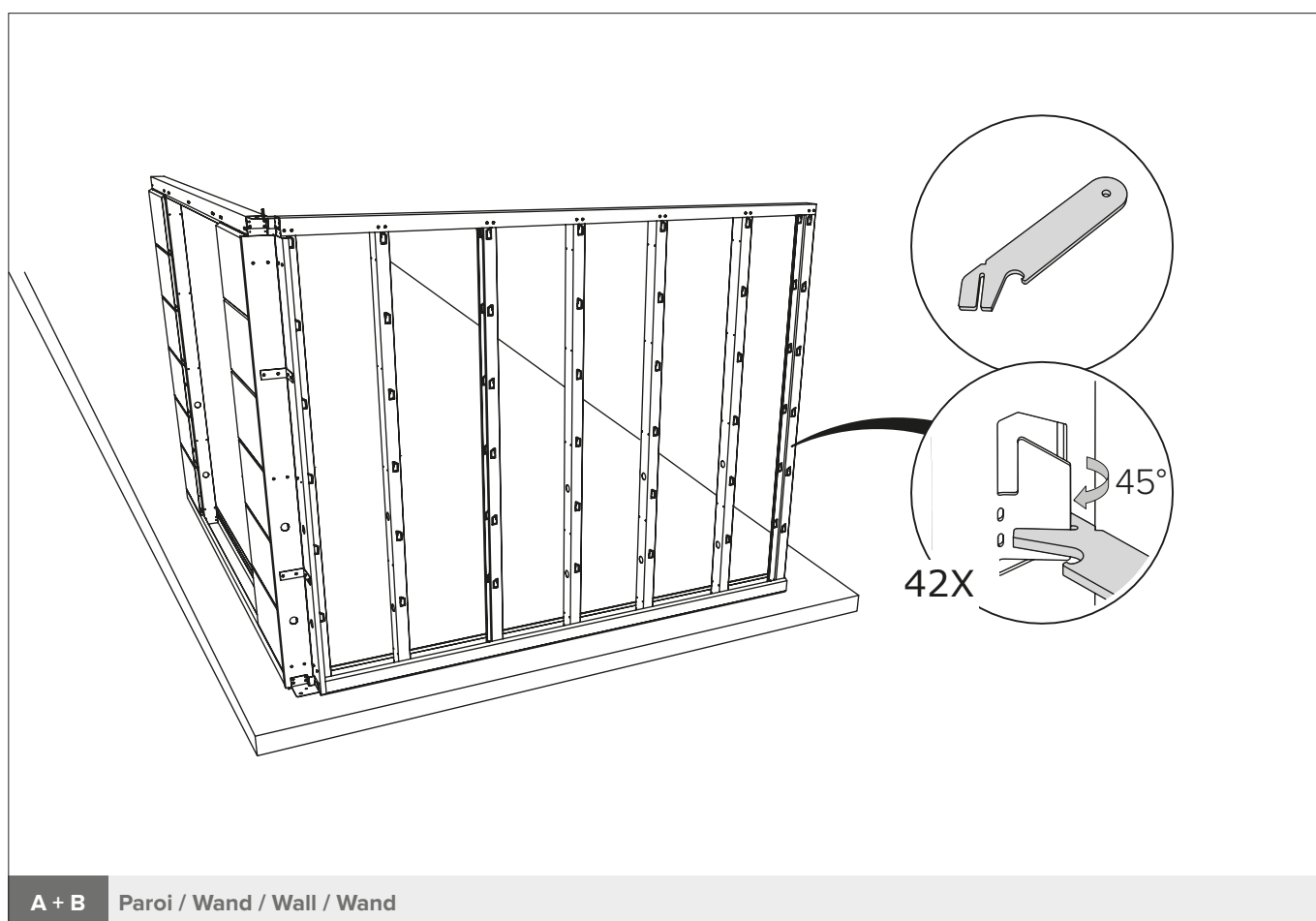
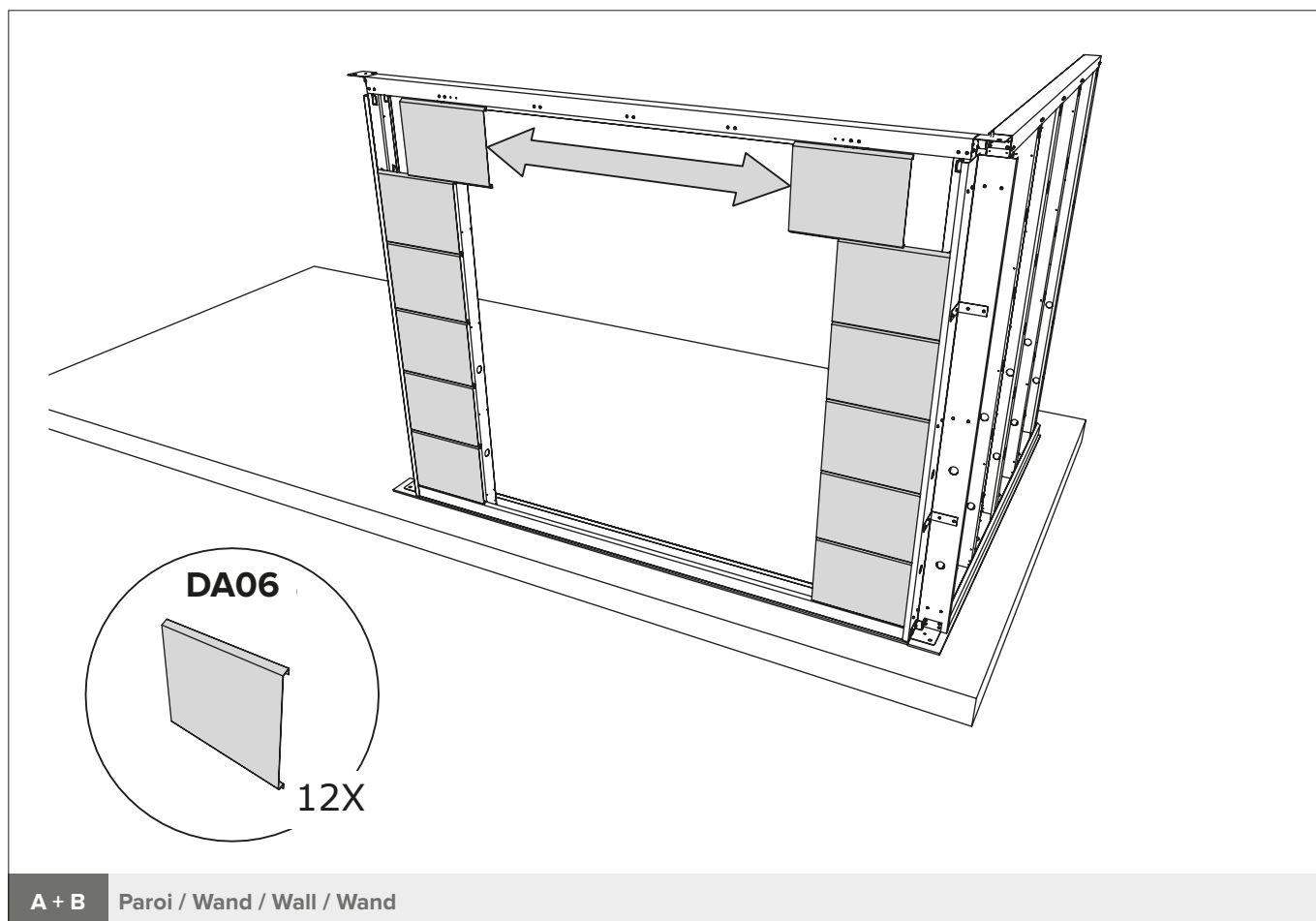


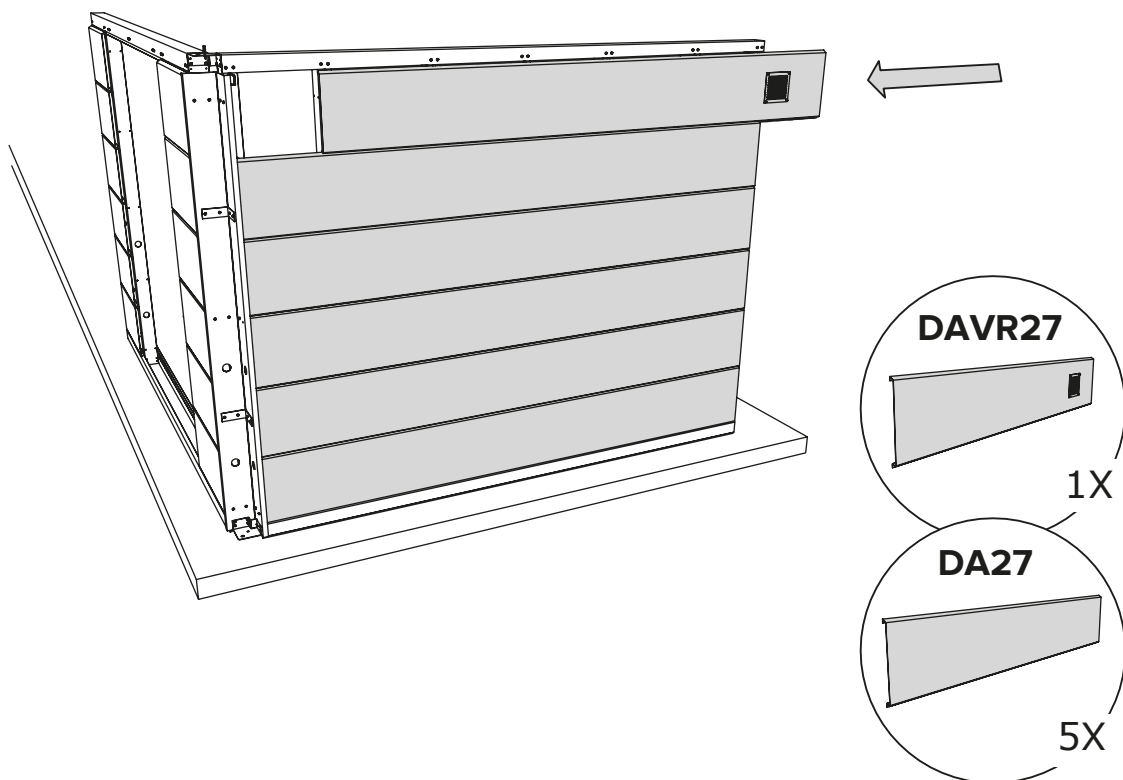
**A + B** Paroi / Wand / Wall / Wand



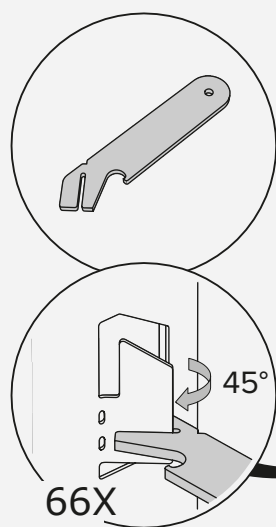
**A + B** Paroi / Wand / Wall / Wand



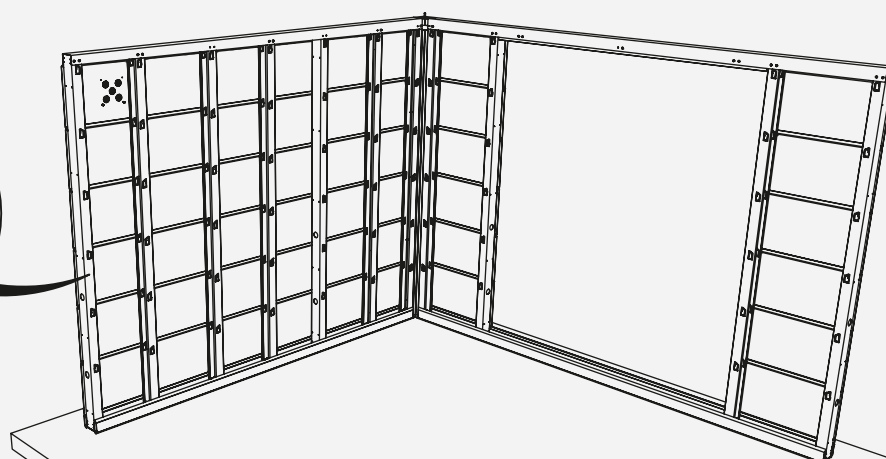




**A + B** Paroi / Wand / Wall / Wand

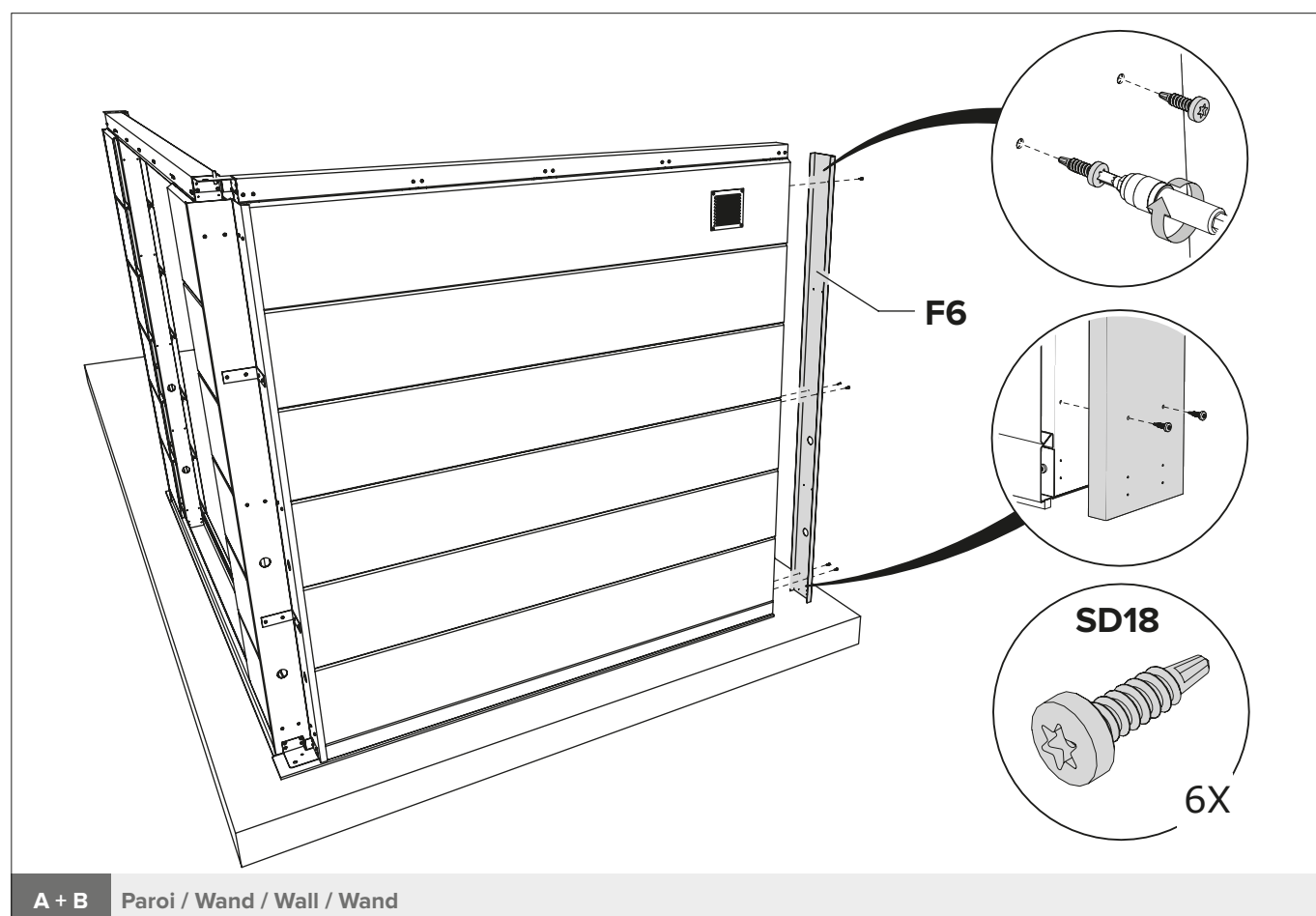
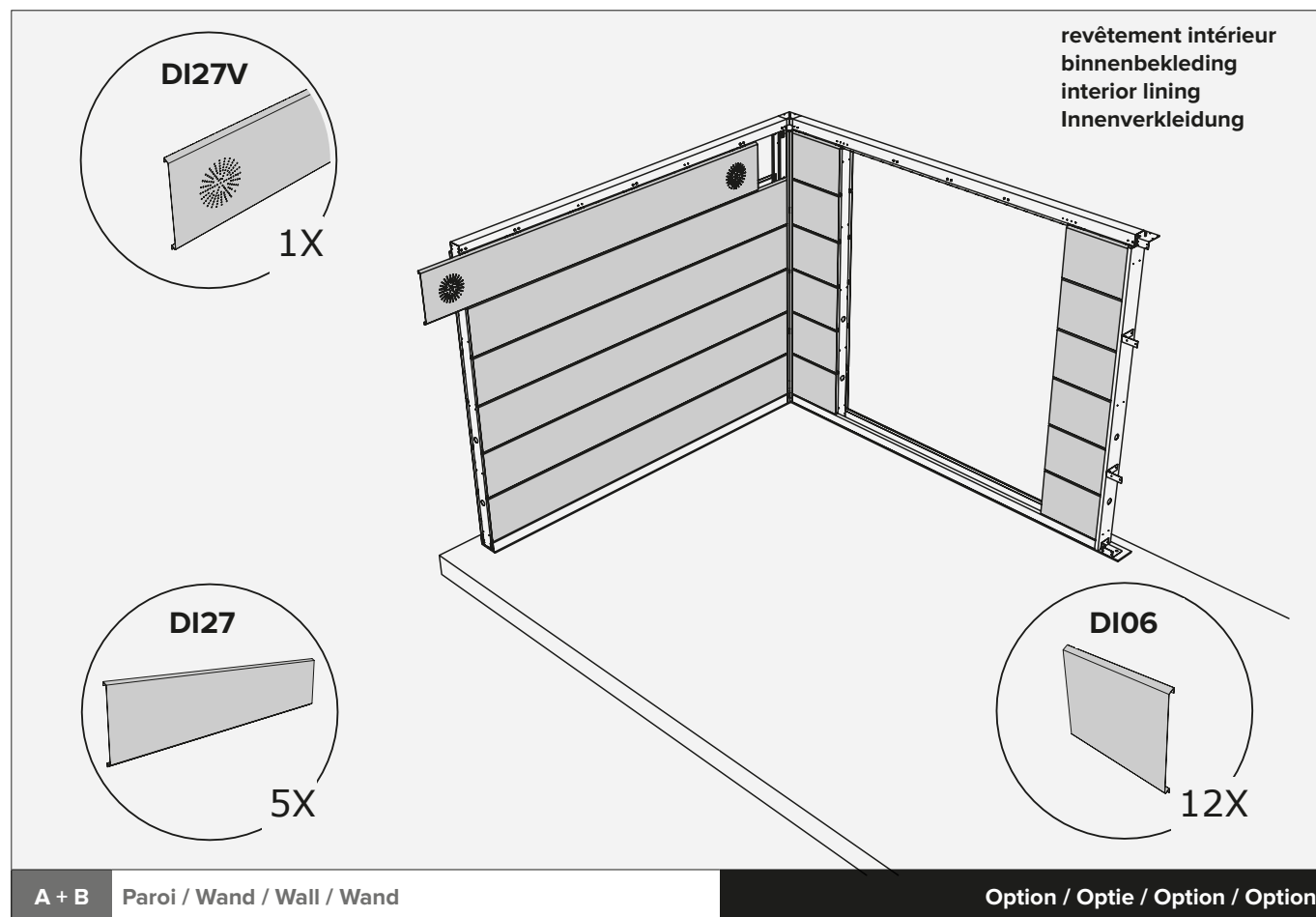


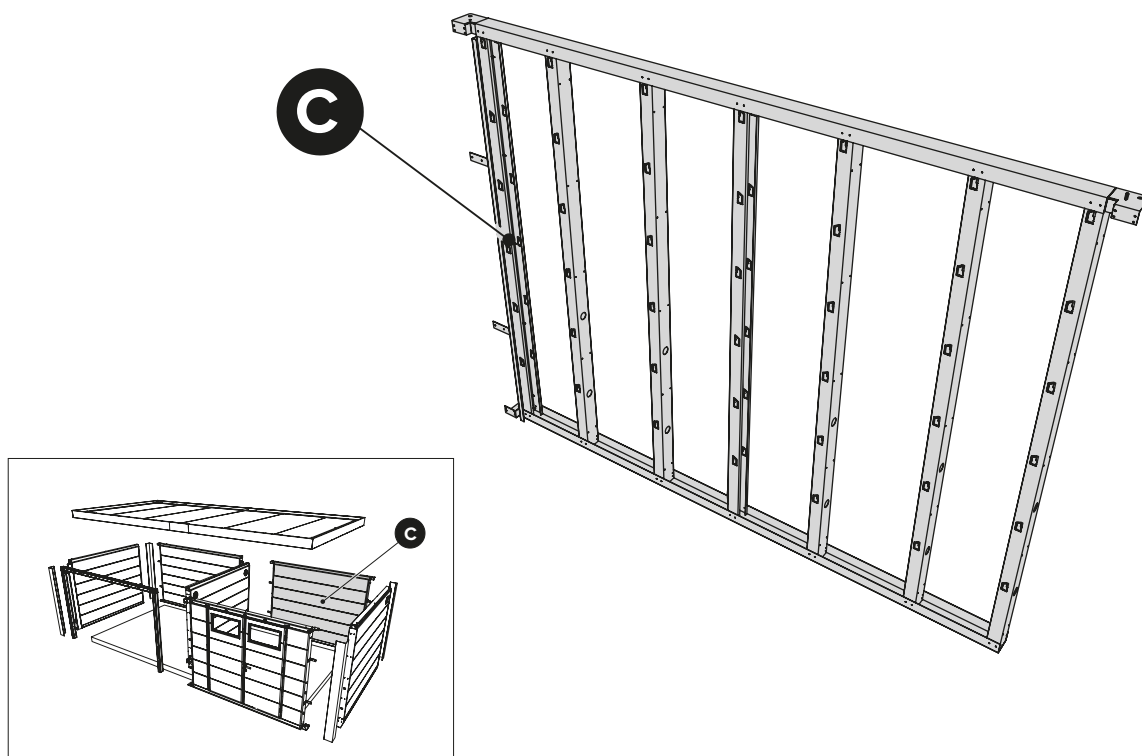
revêtement intérieur  
binnenbekleding  
interior lining  
Innenverkleidung



**A + B** Paroi / Wand / Wall / Wand

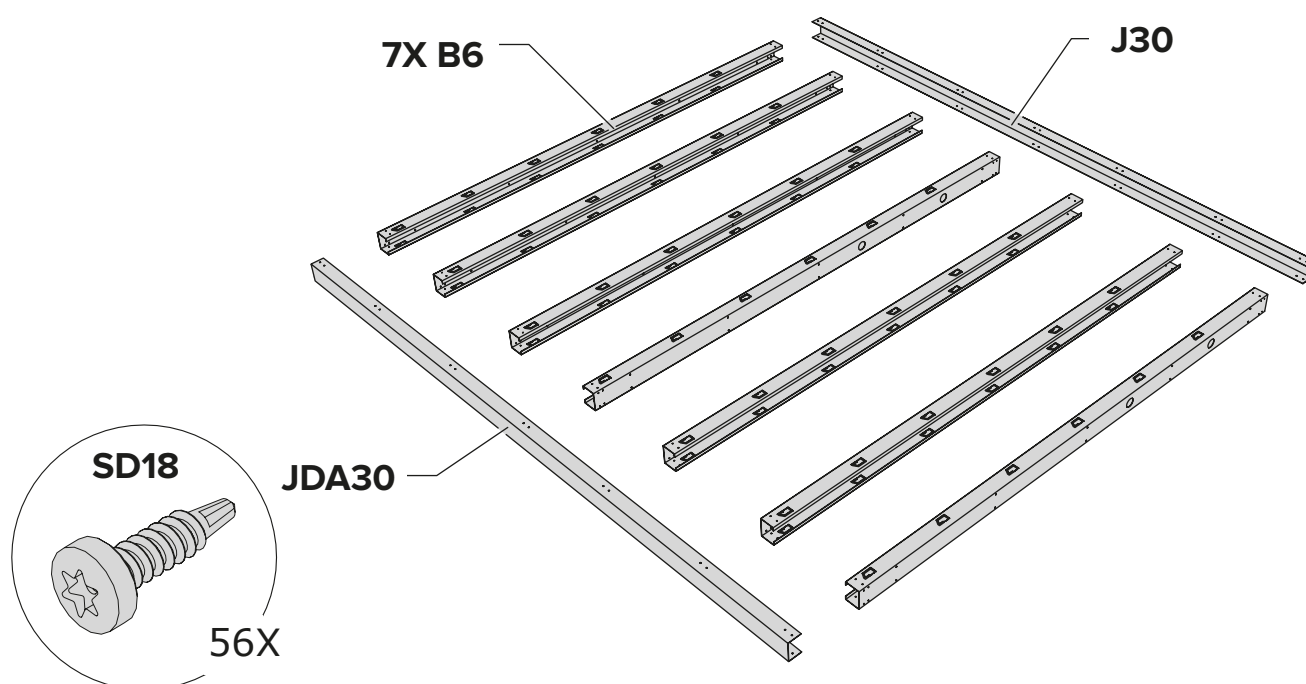
Option / Optie / Option / Option



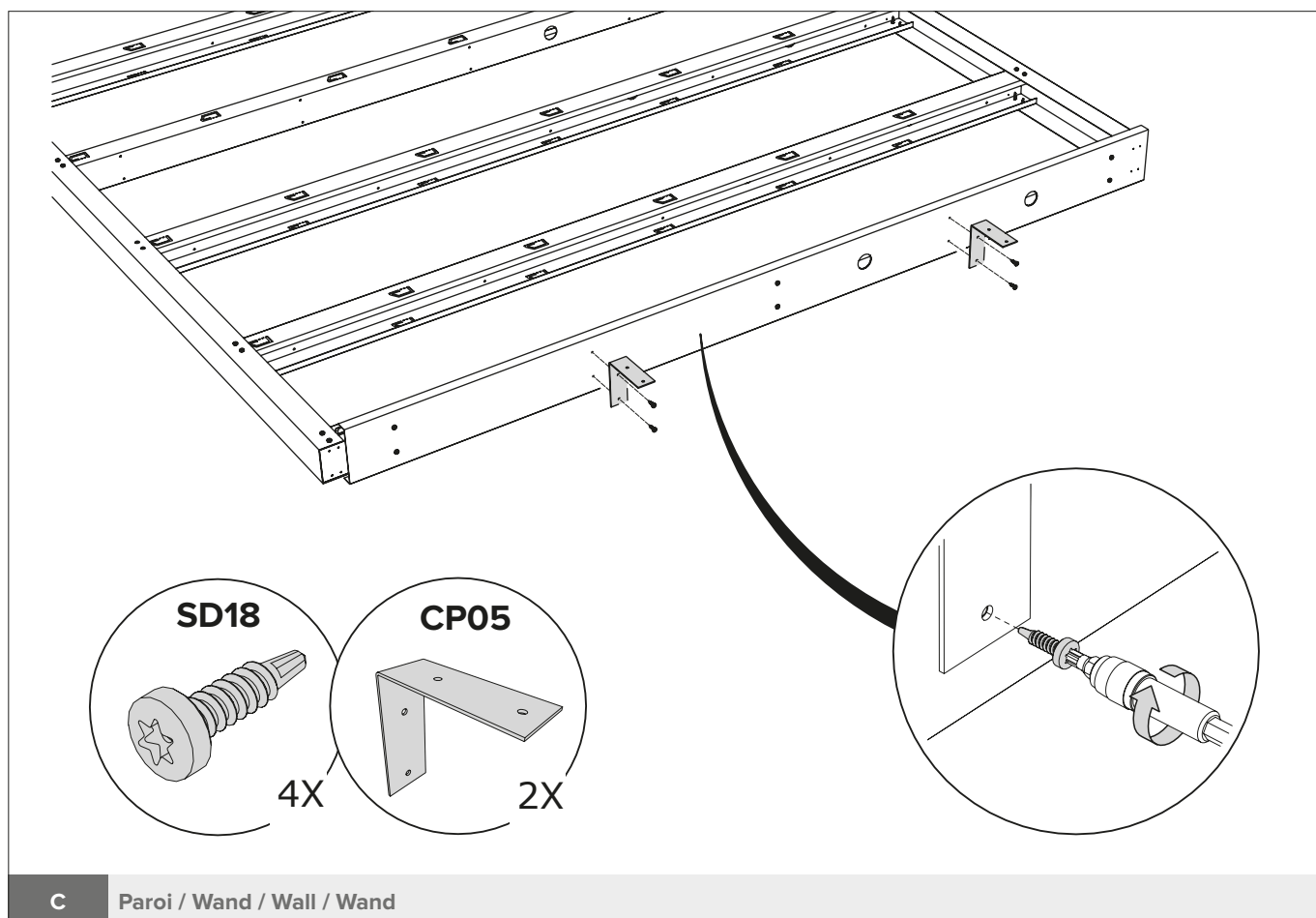
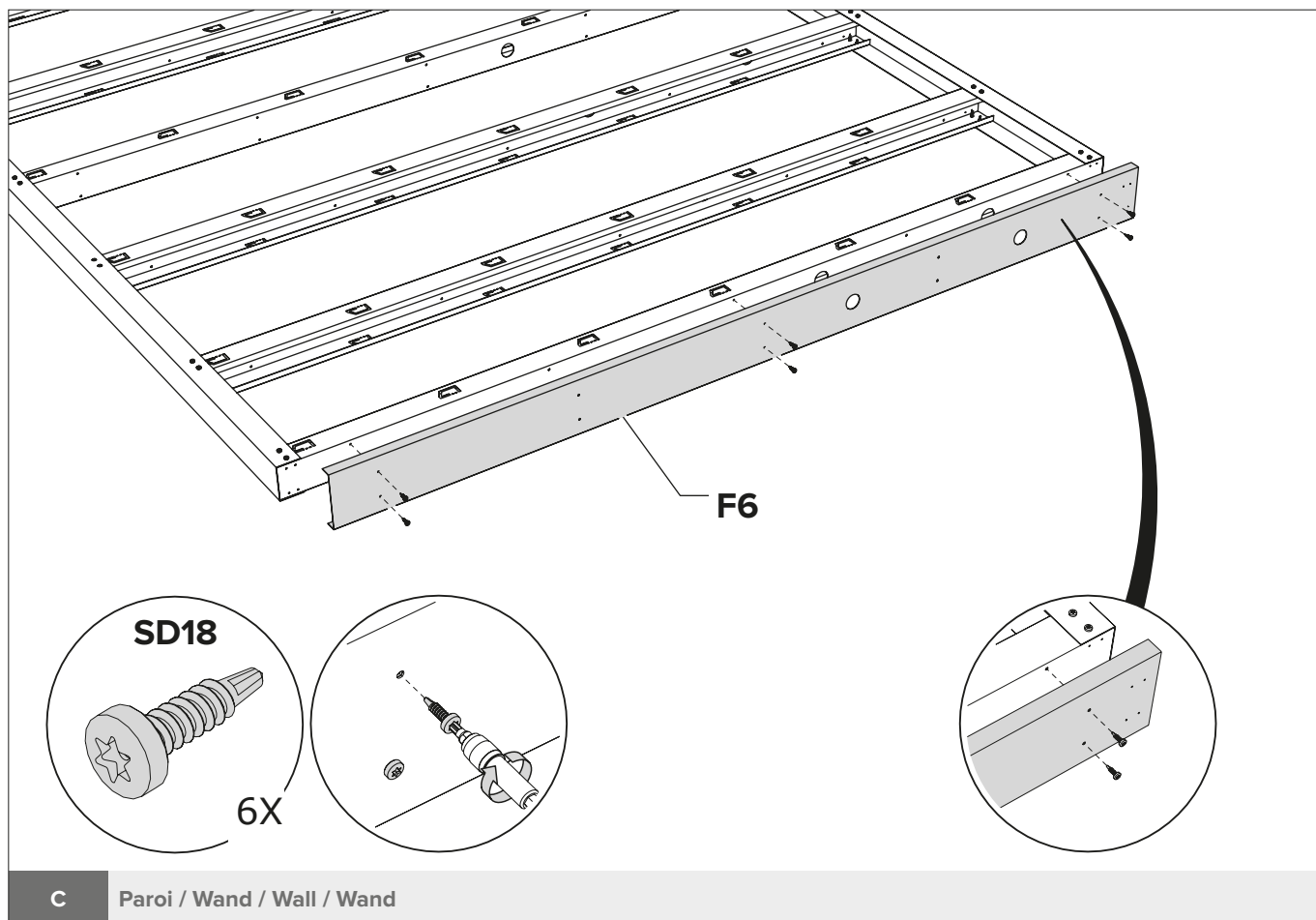


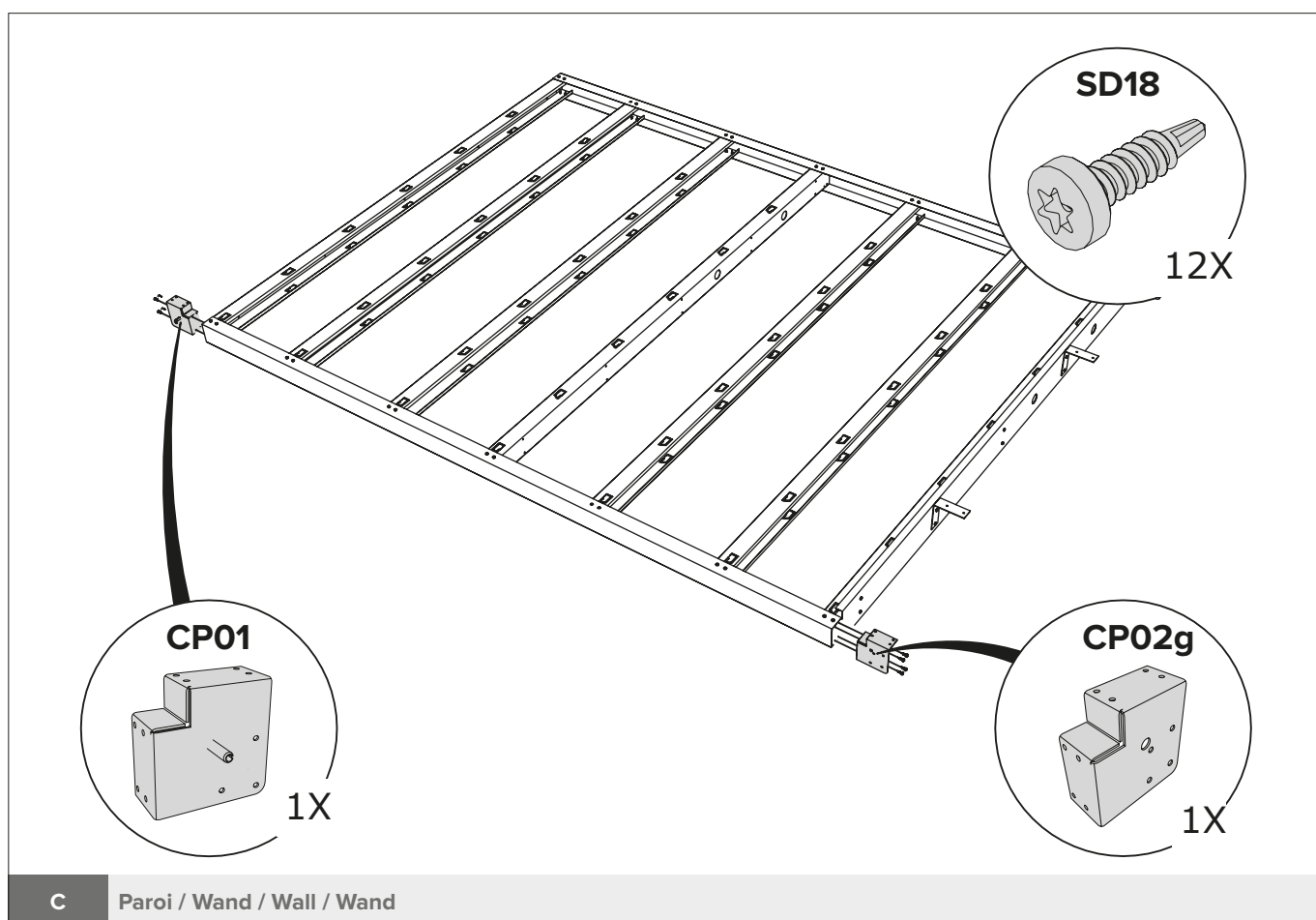
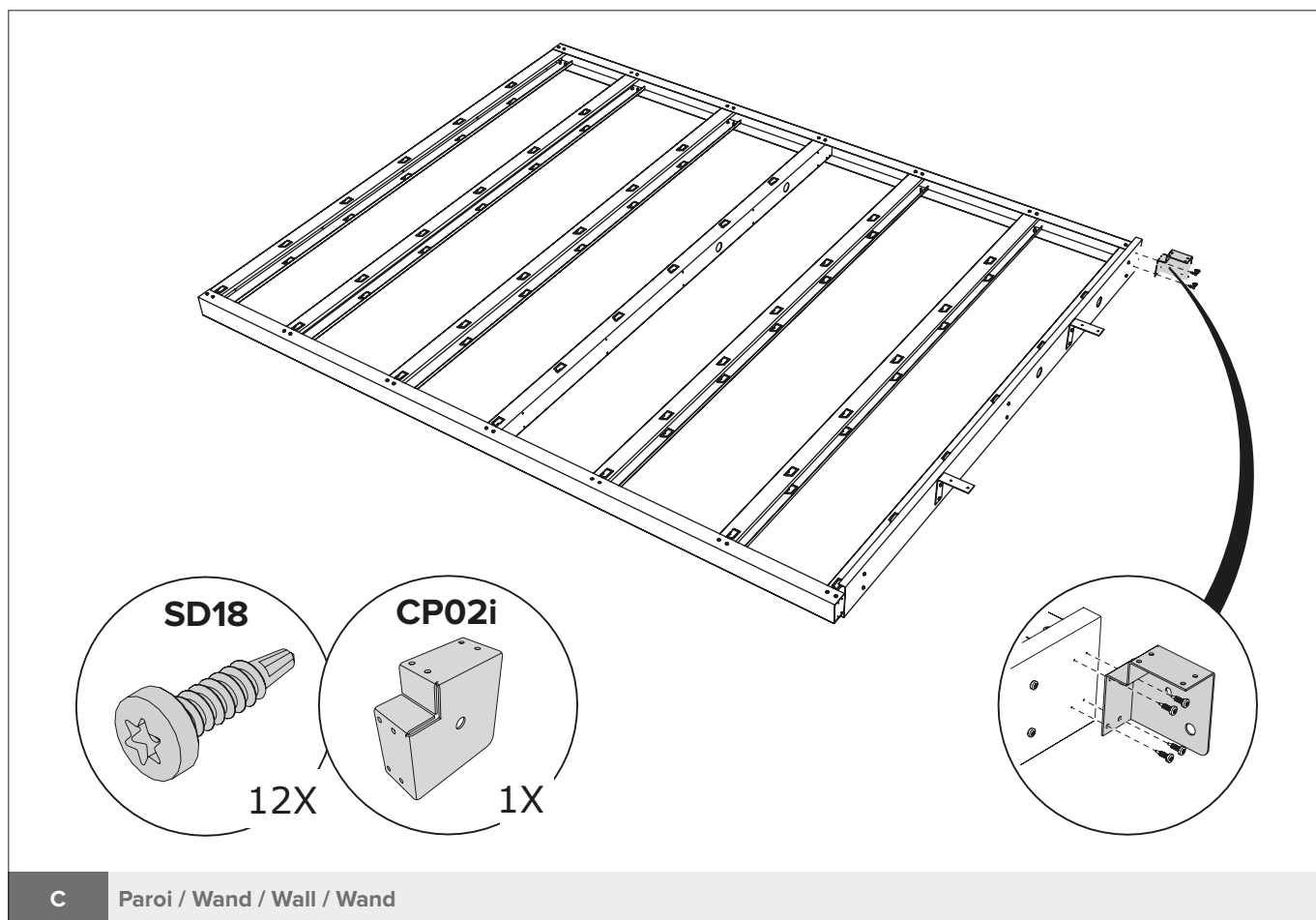
**C** Paroi / Wand / Wall / Wand

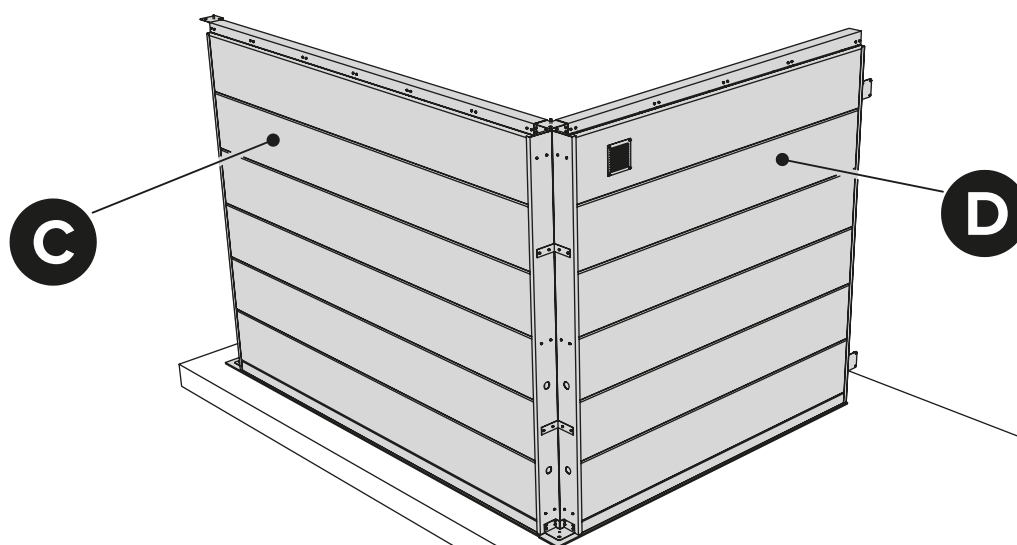
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



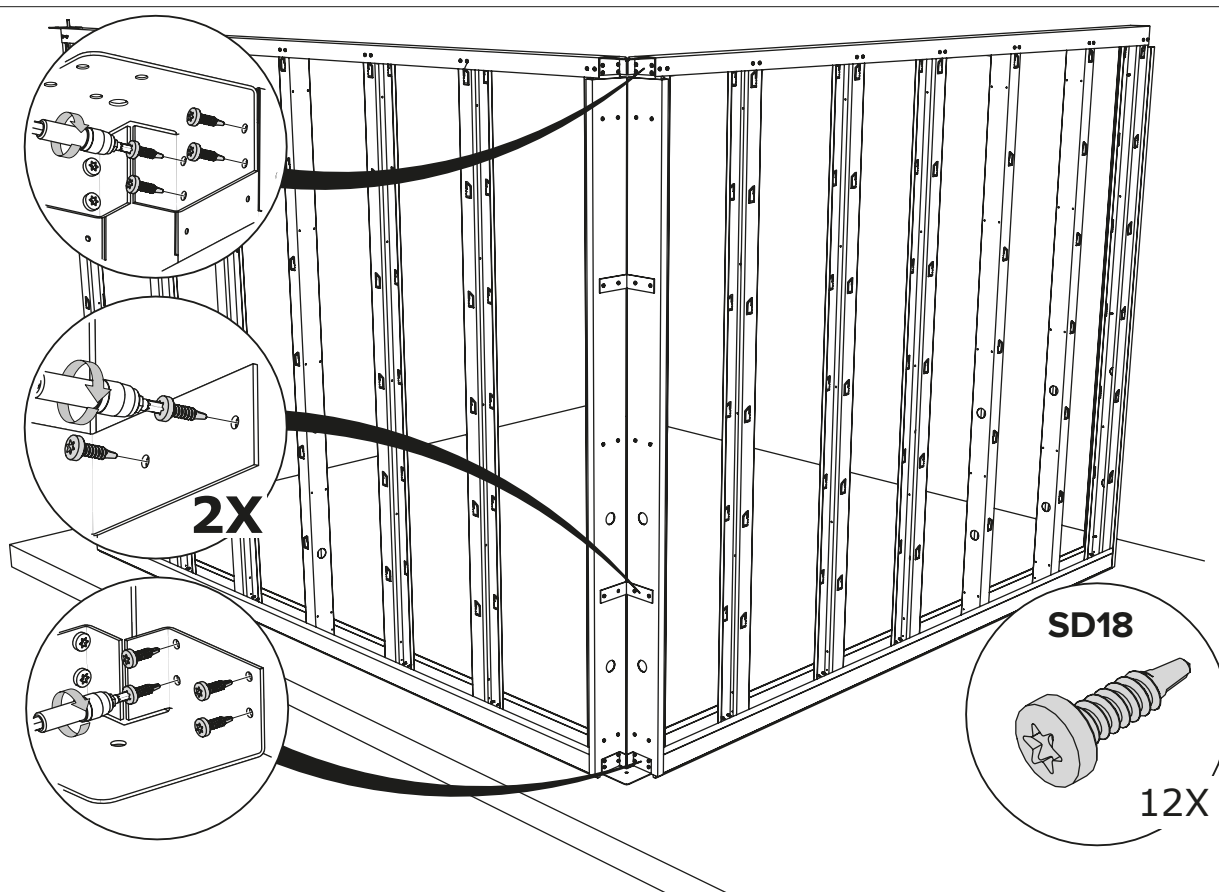
**C** Paroi / Wand / Wall / Wand



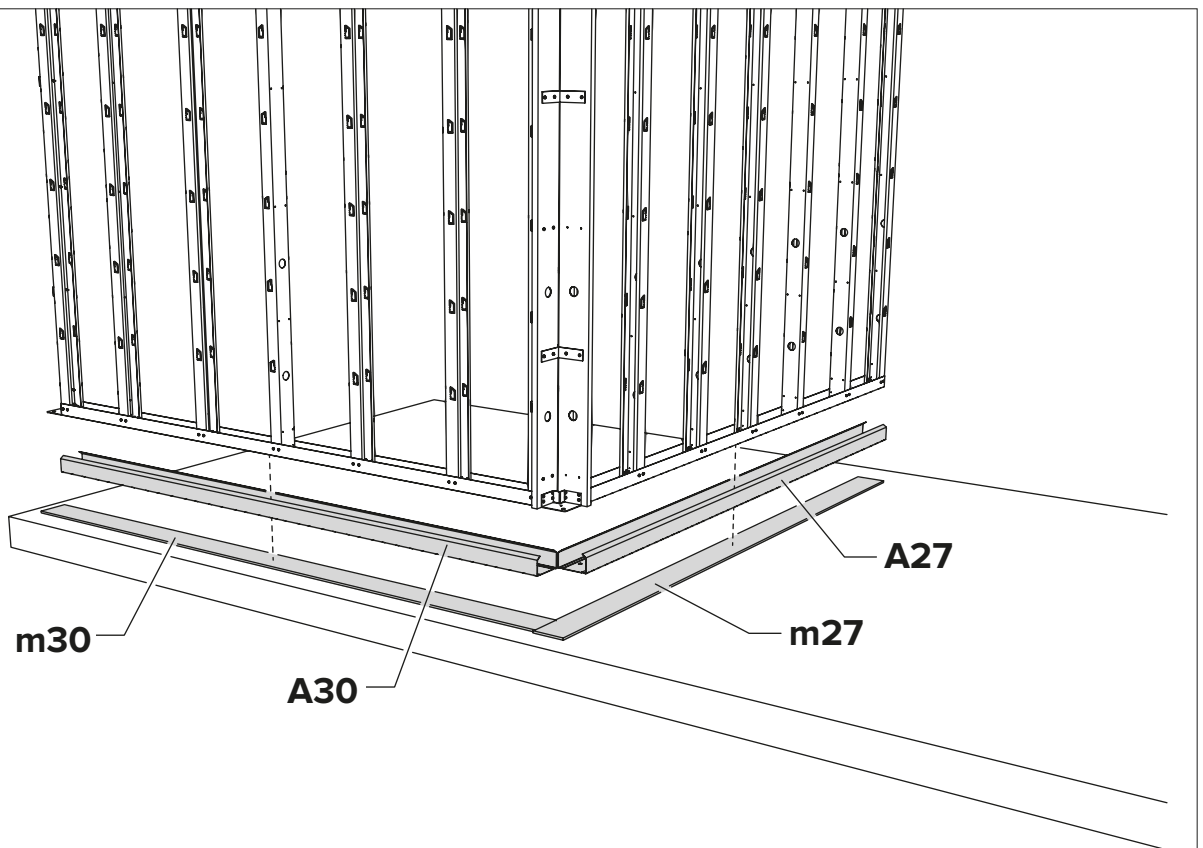




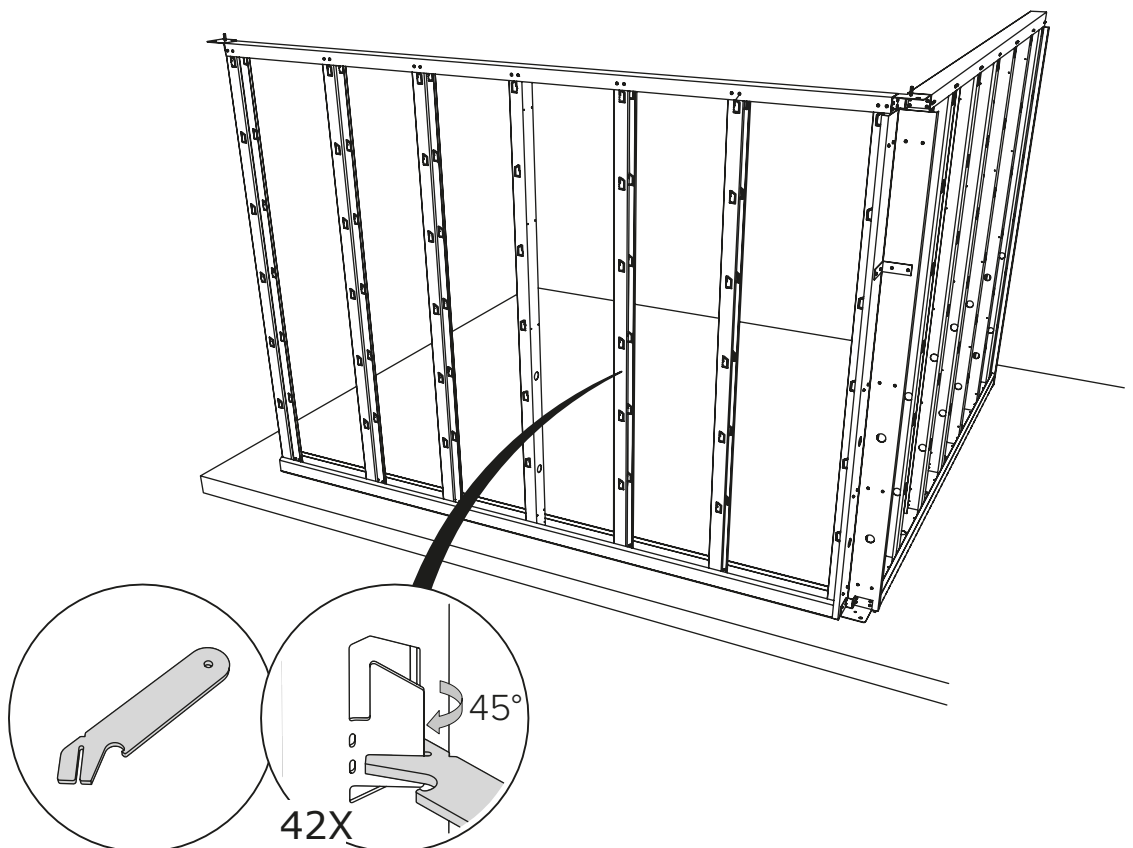
**C + D** Paroi / Wand / Wall / Wand



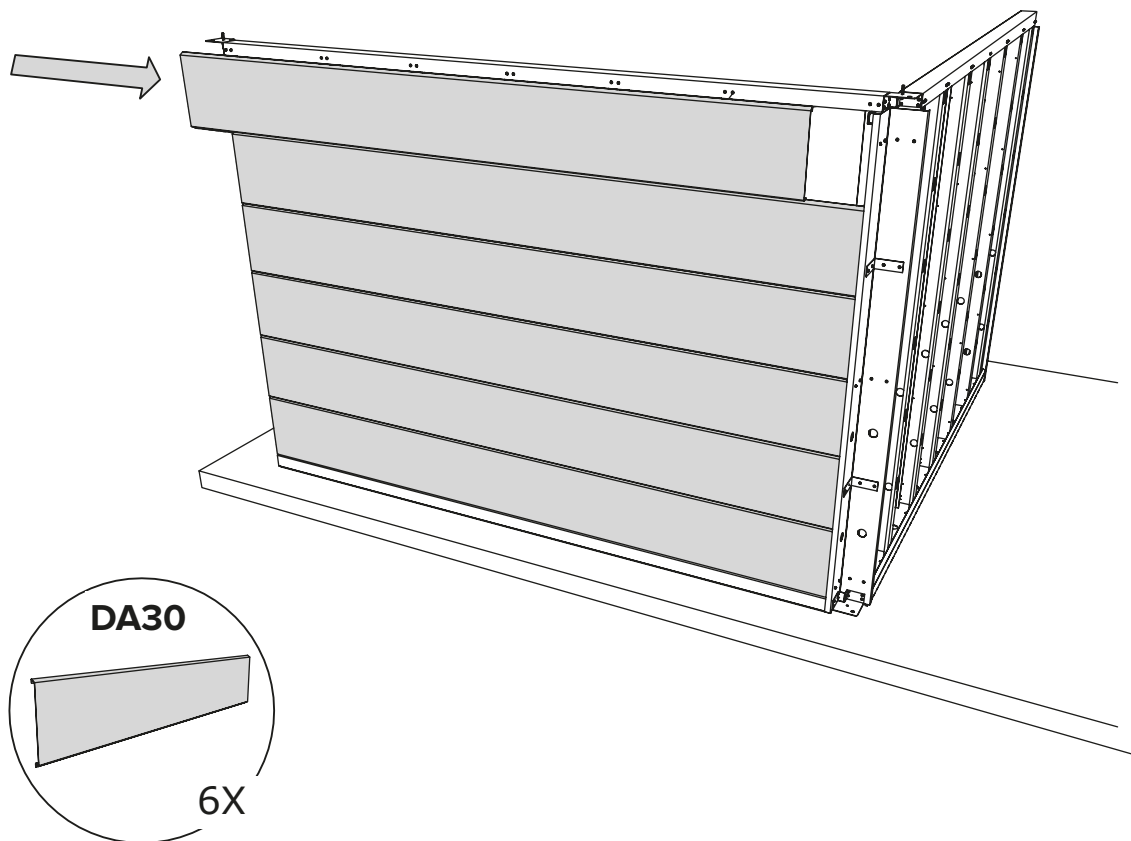
**C + D** Paroi / Wand / Wall / Wand



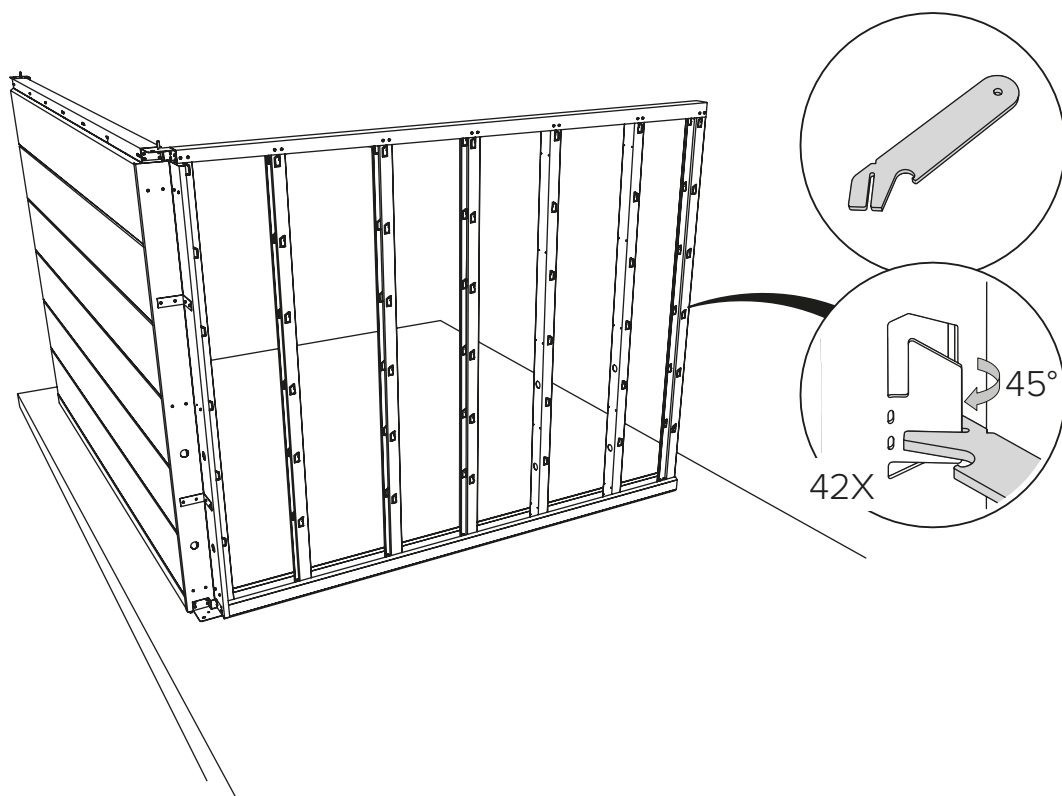
**C + D** Paroi / Wand / Wall / Wand



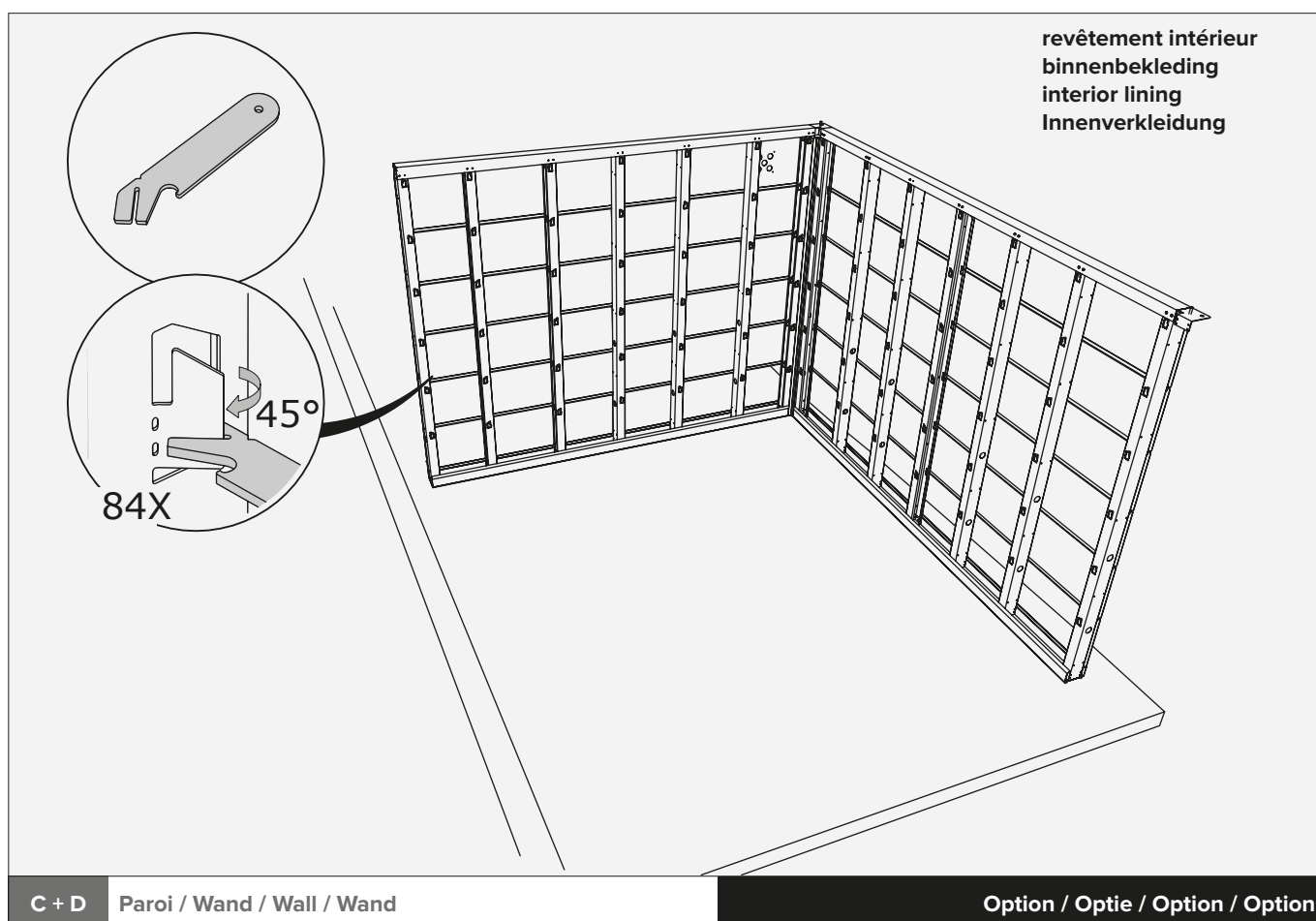
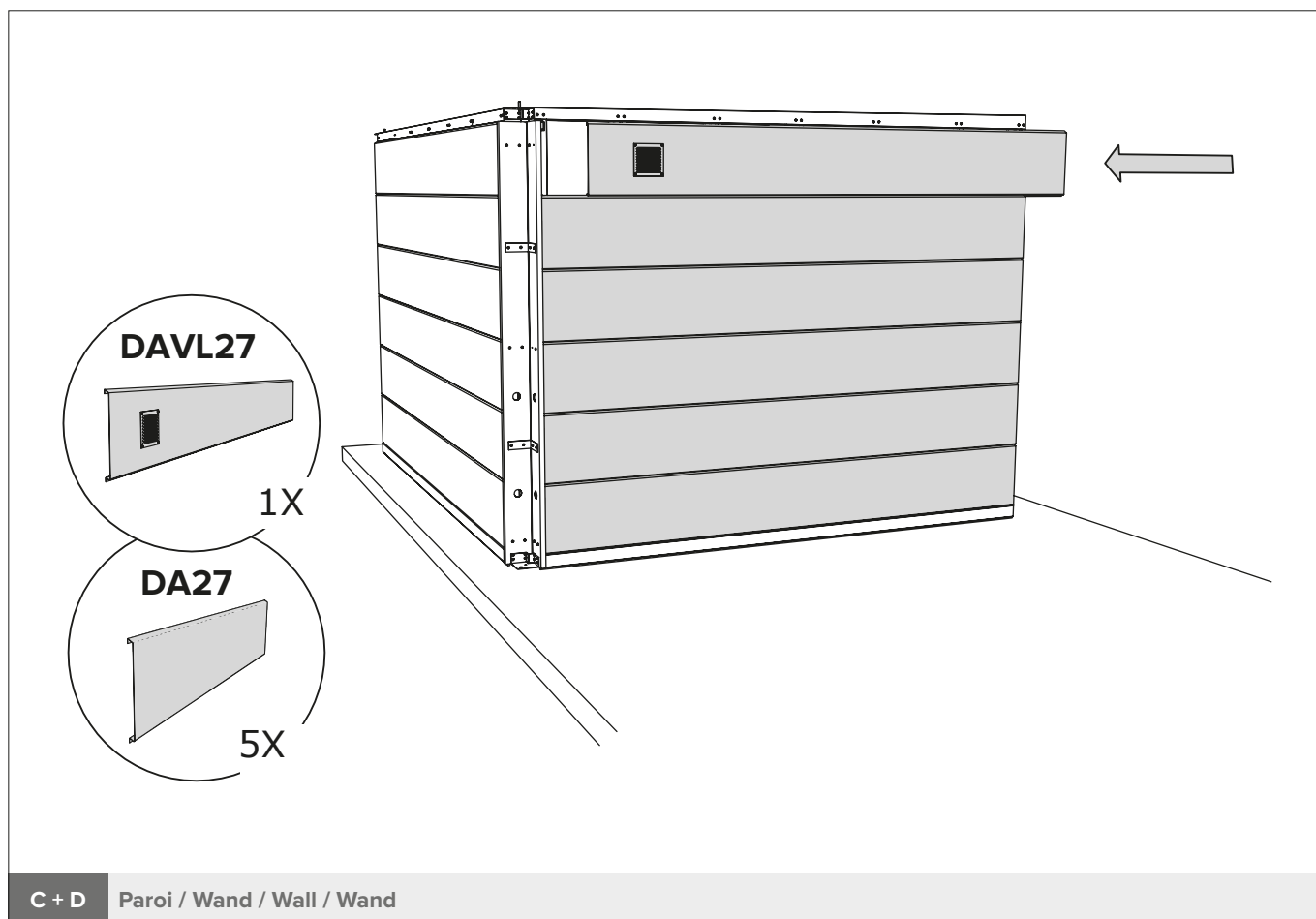
**C + D** Paroi / Wand / Wall / Wand



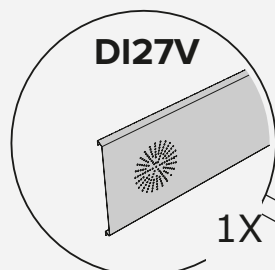
C + D Paroi / Wand / Wall / Wand



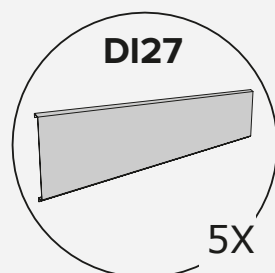
C + D Paroi / Wand / Wall / Wand



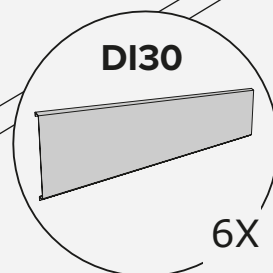
revêtement intérieur et plaque perforée  
binnenbekleding en geperforeerde plaat  
interior lining and perforated plate  
Innenverkleidung und perforierte Platte



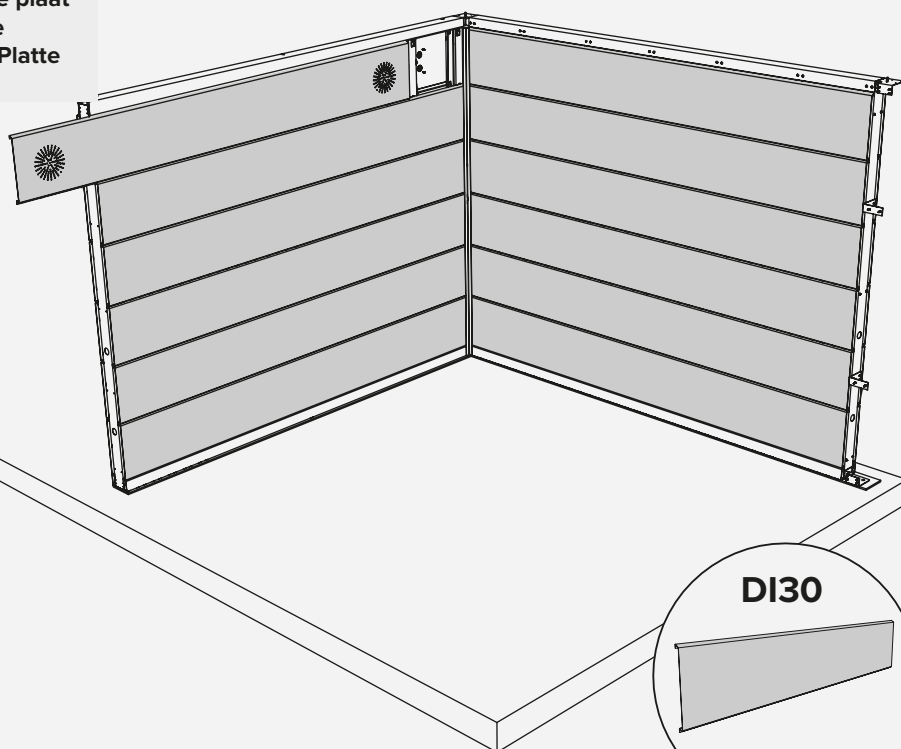
1X



5X



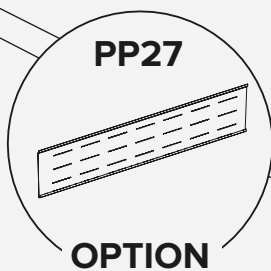
6X



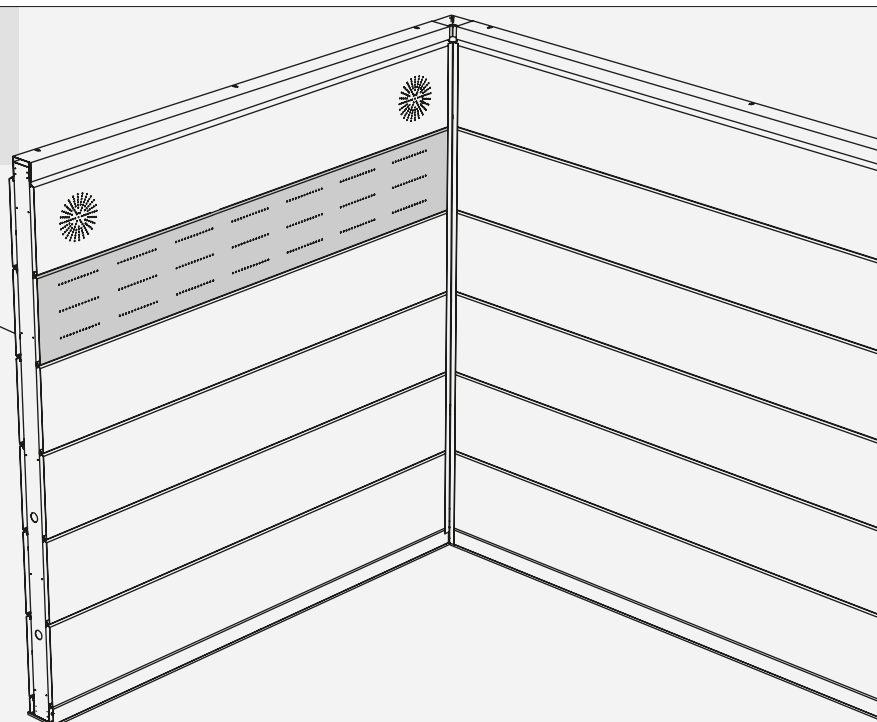
C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

revêtement intérieur et plaque perforée  
binnenbekleding en geperforeerde plaat  
interior lining and perforated plate  
Innenverkleidung und perforierte Platte

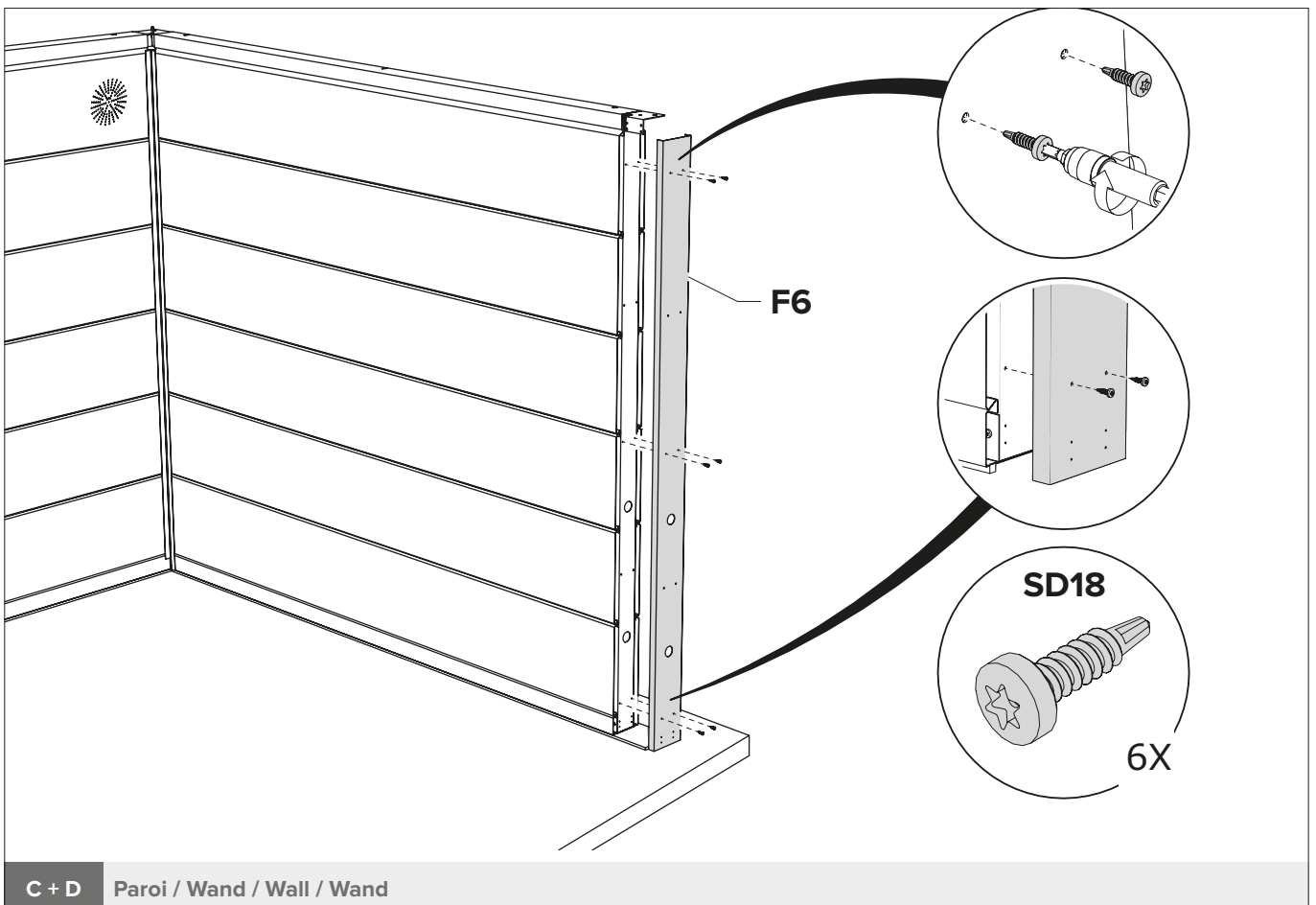
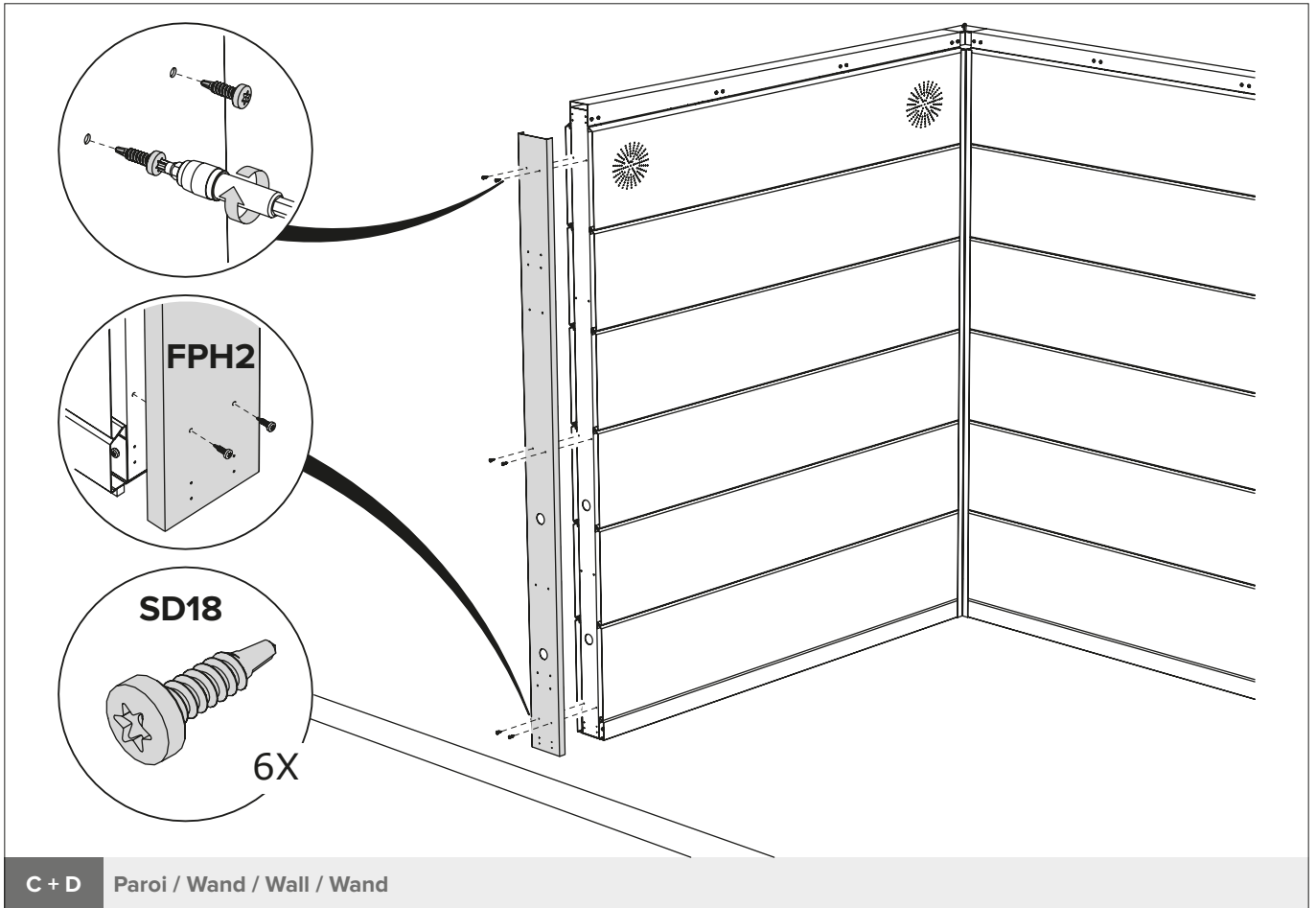


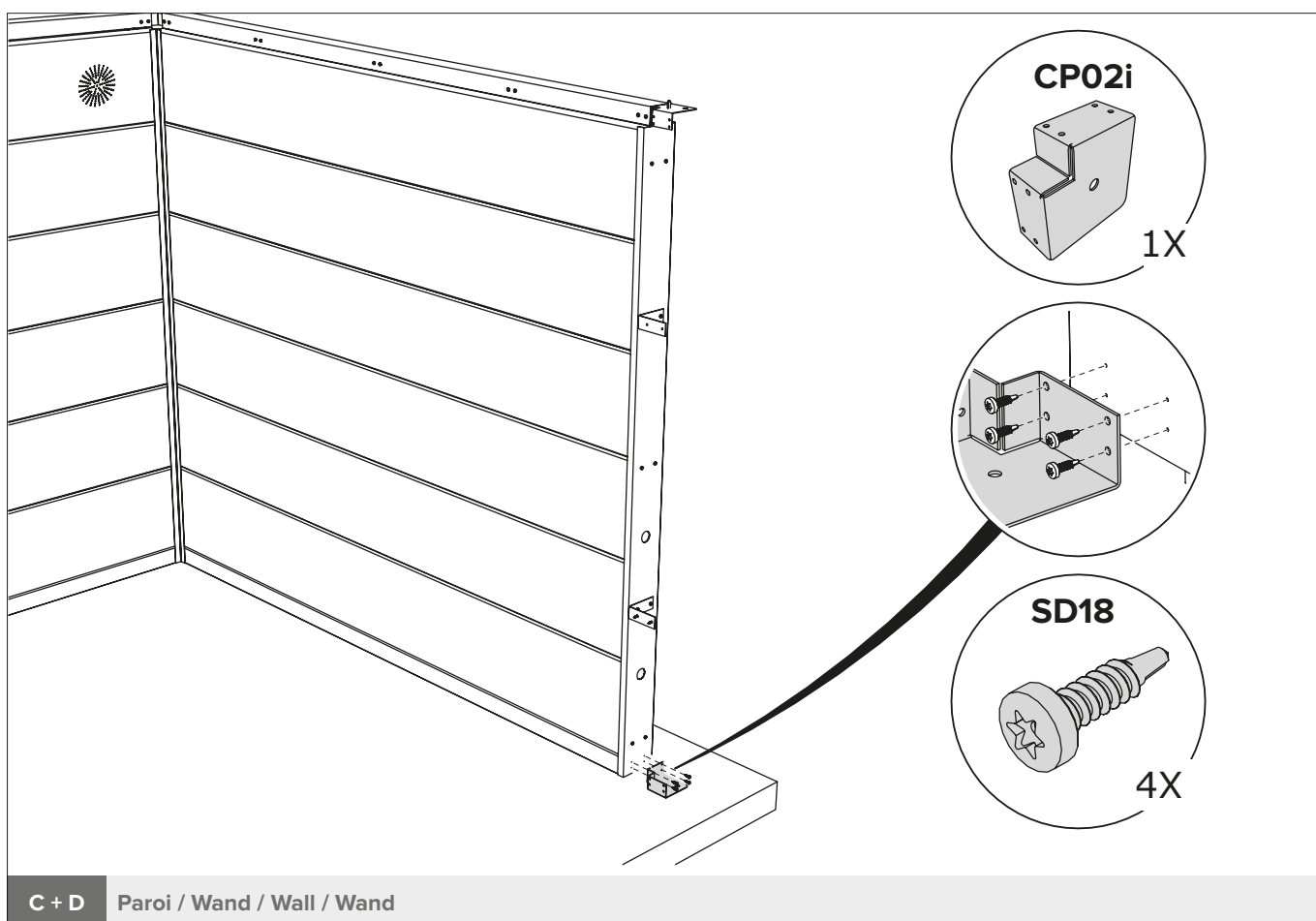
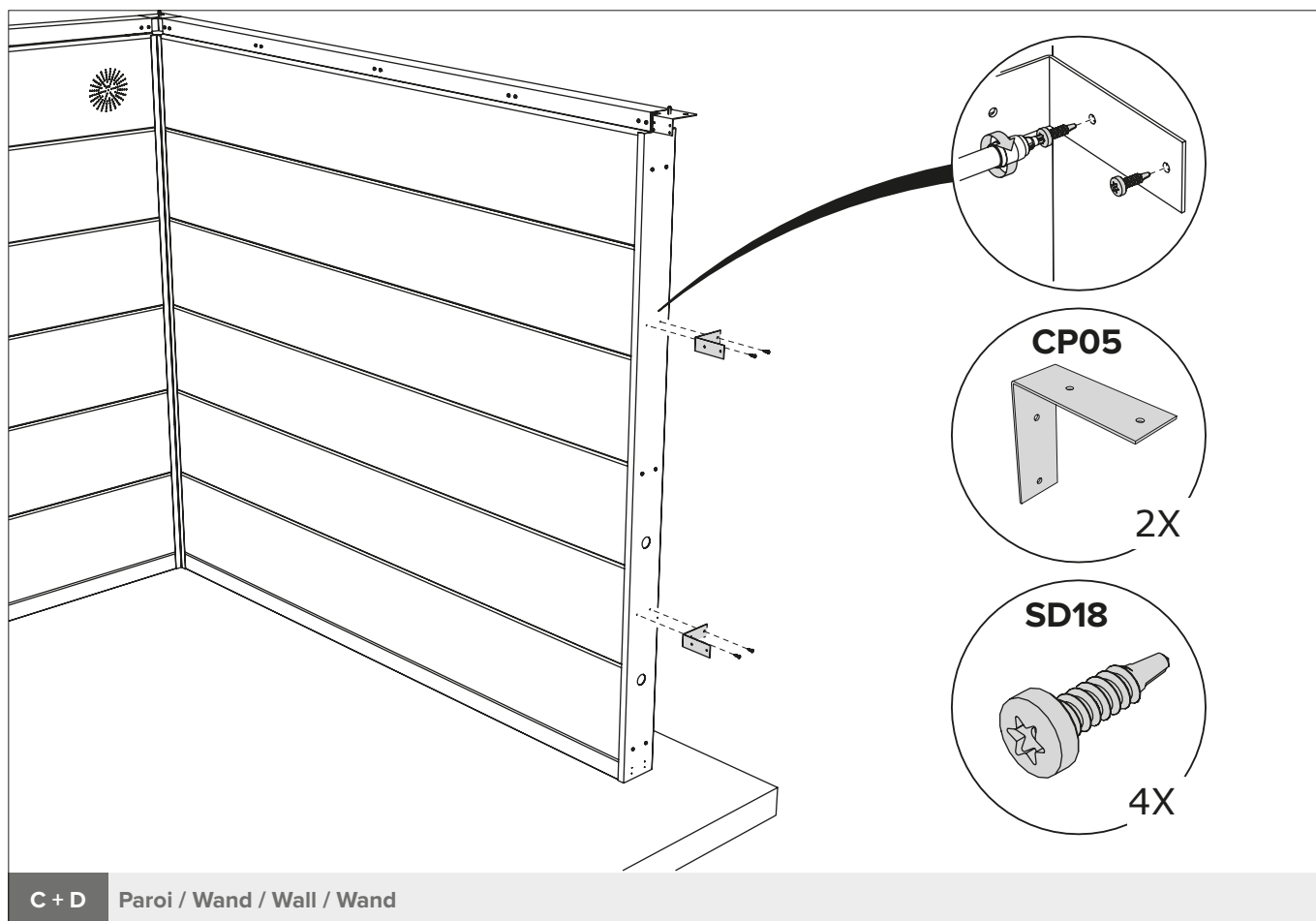
OPTION

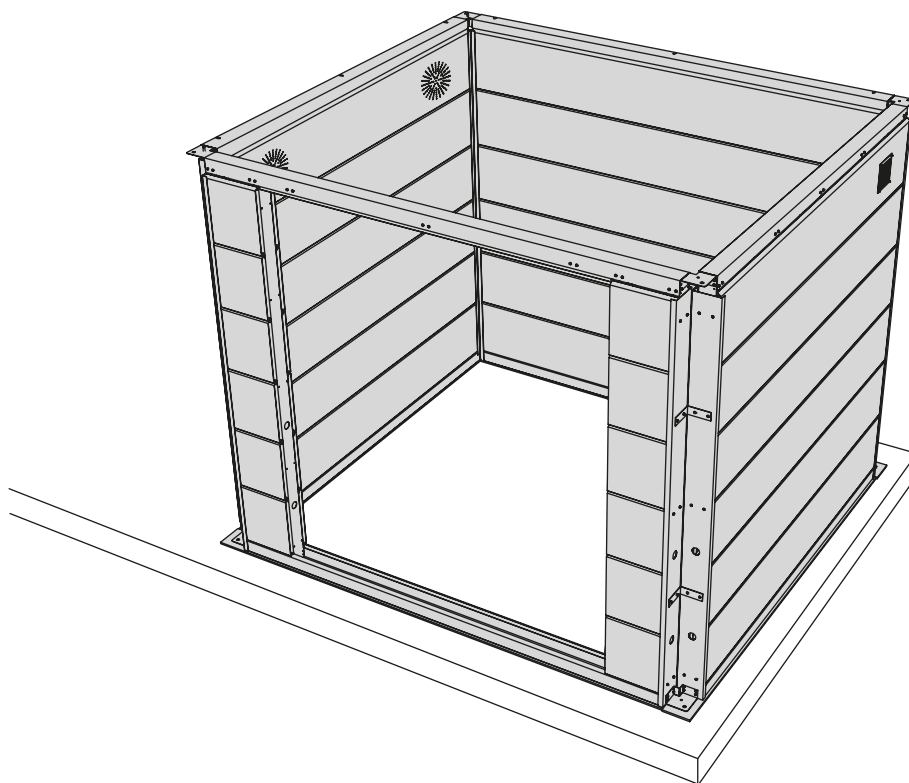


C + D Paroi / Wand / Wall / Wand

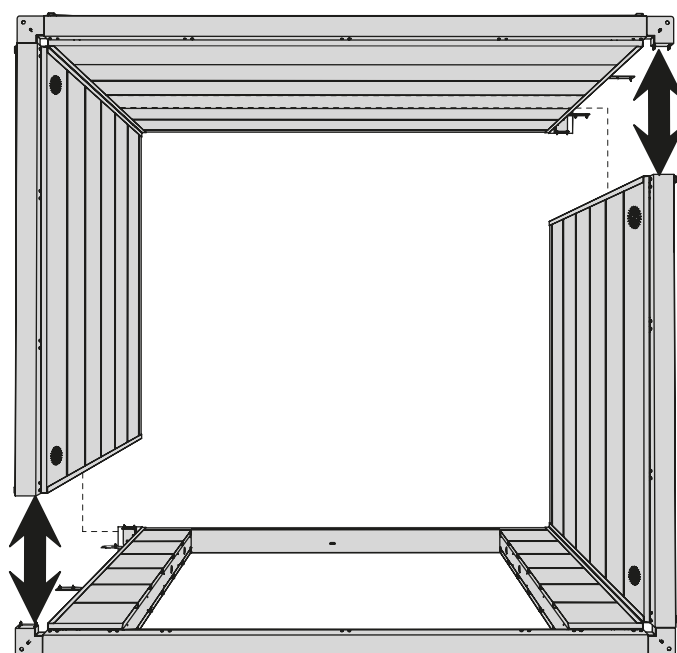
Option / Optie / Option / Option



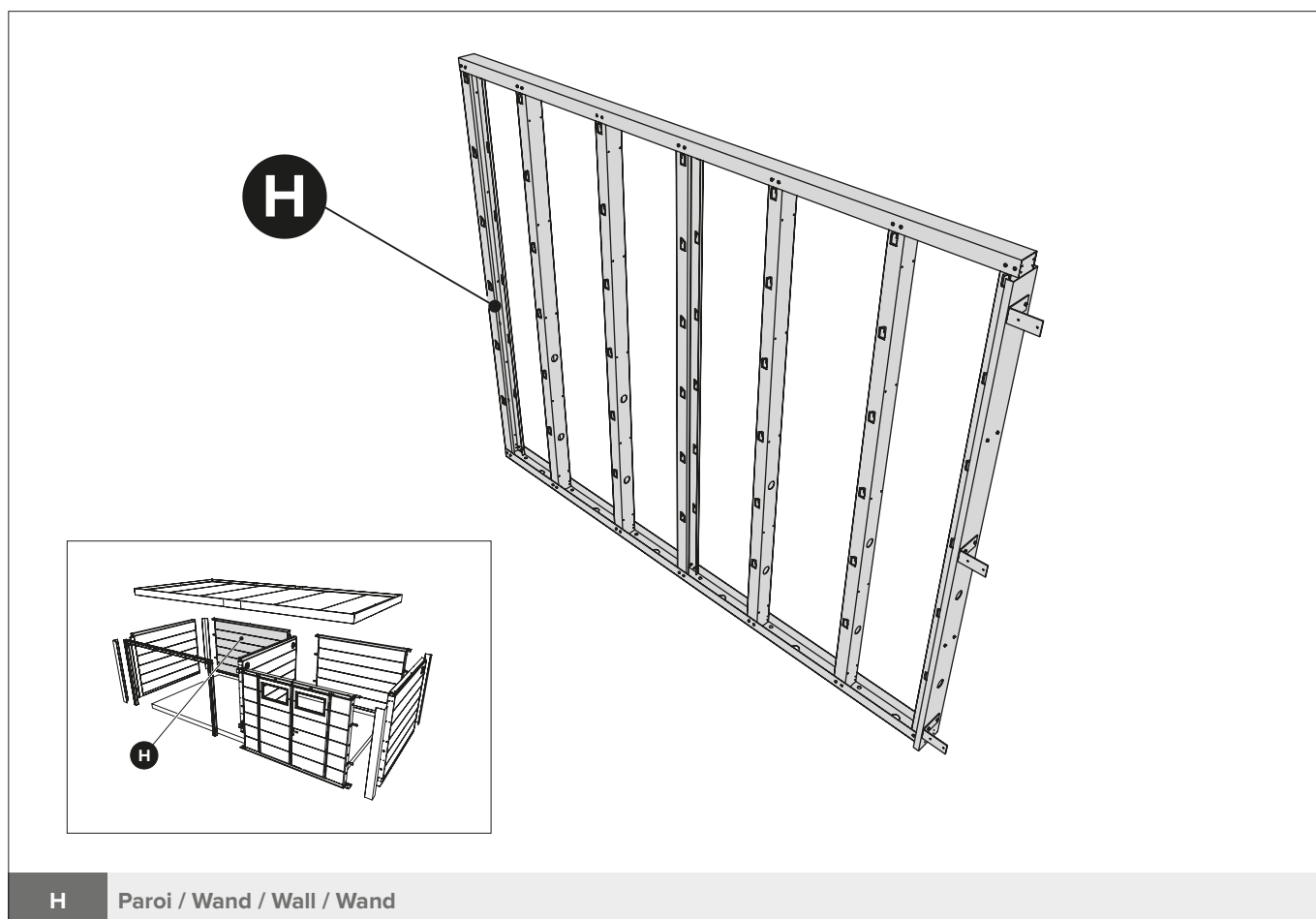
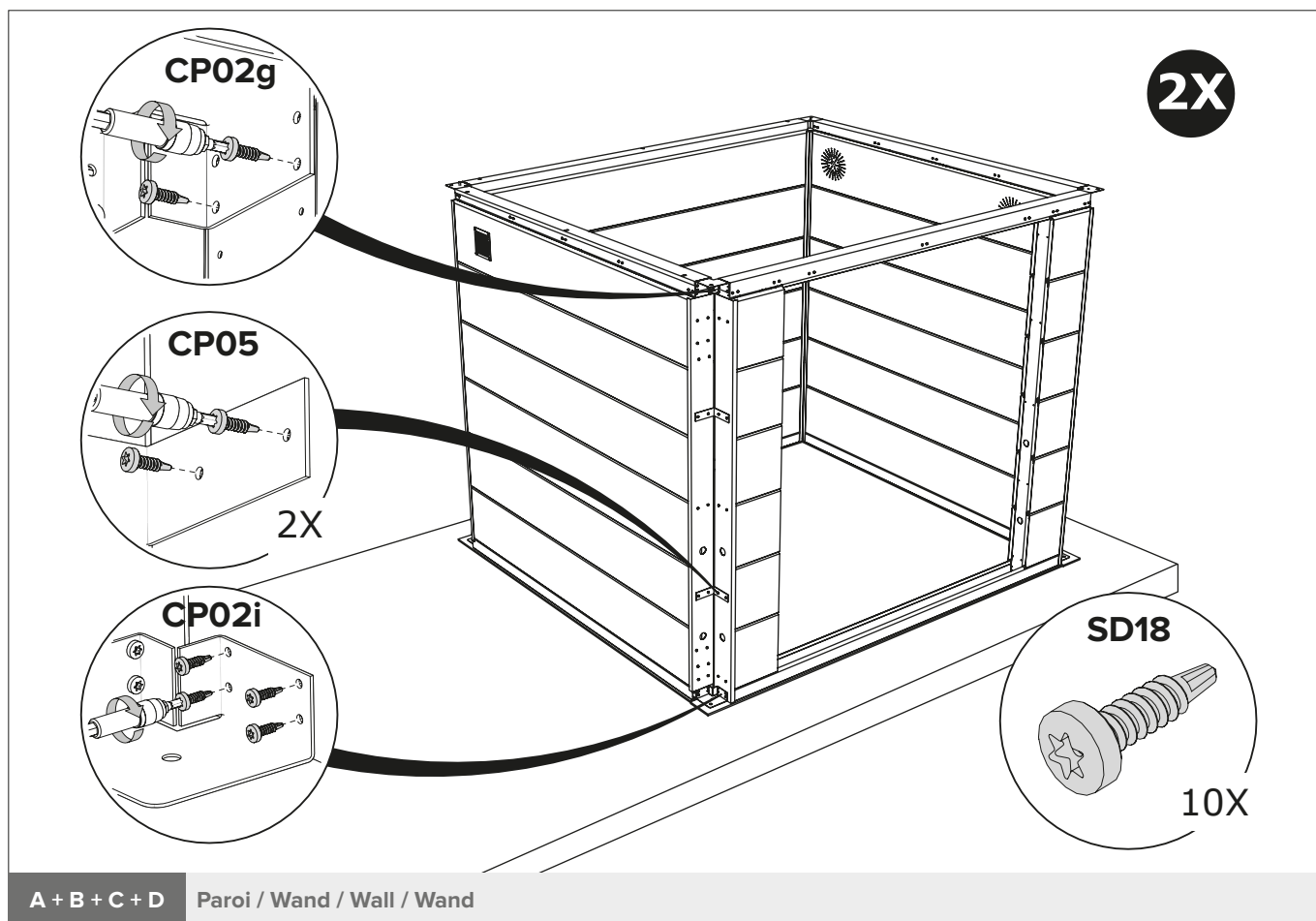




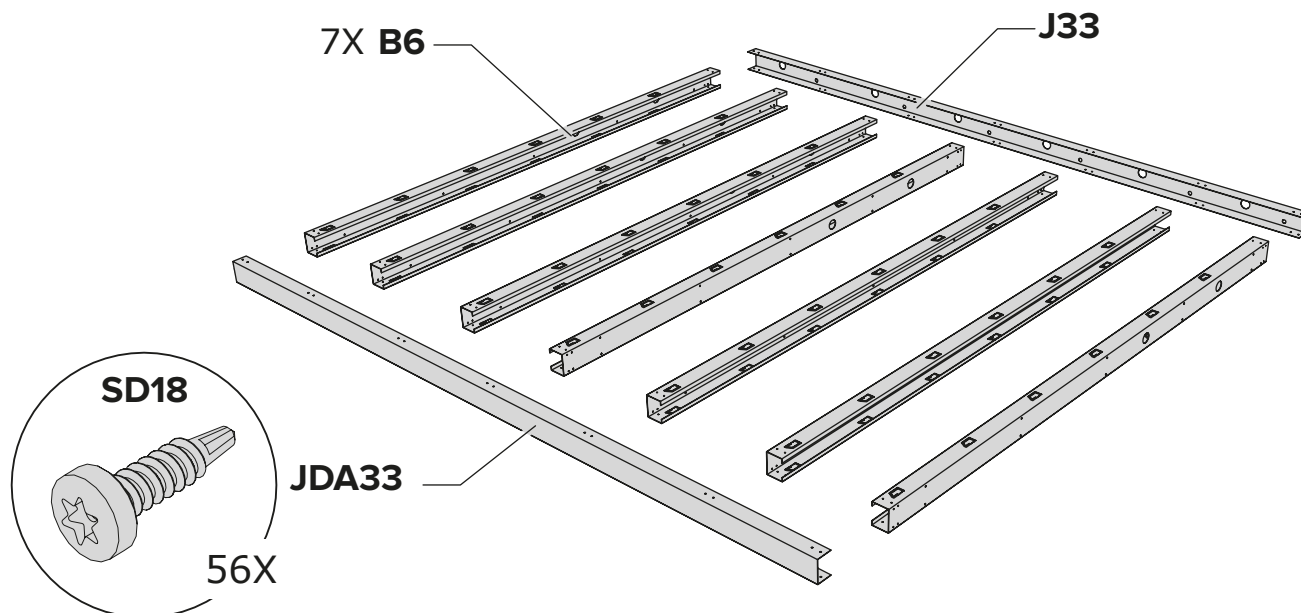
**A + B + C + D** Paroi / Wand / Wall / Wand



**A + B + C + D** Paroi / Wand / Wall / Wand

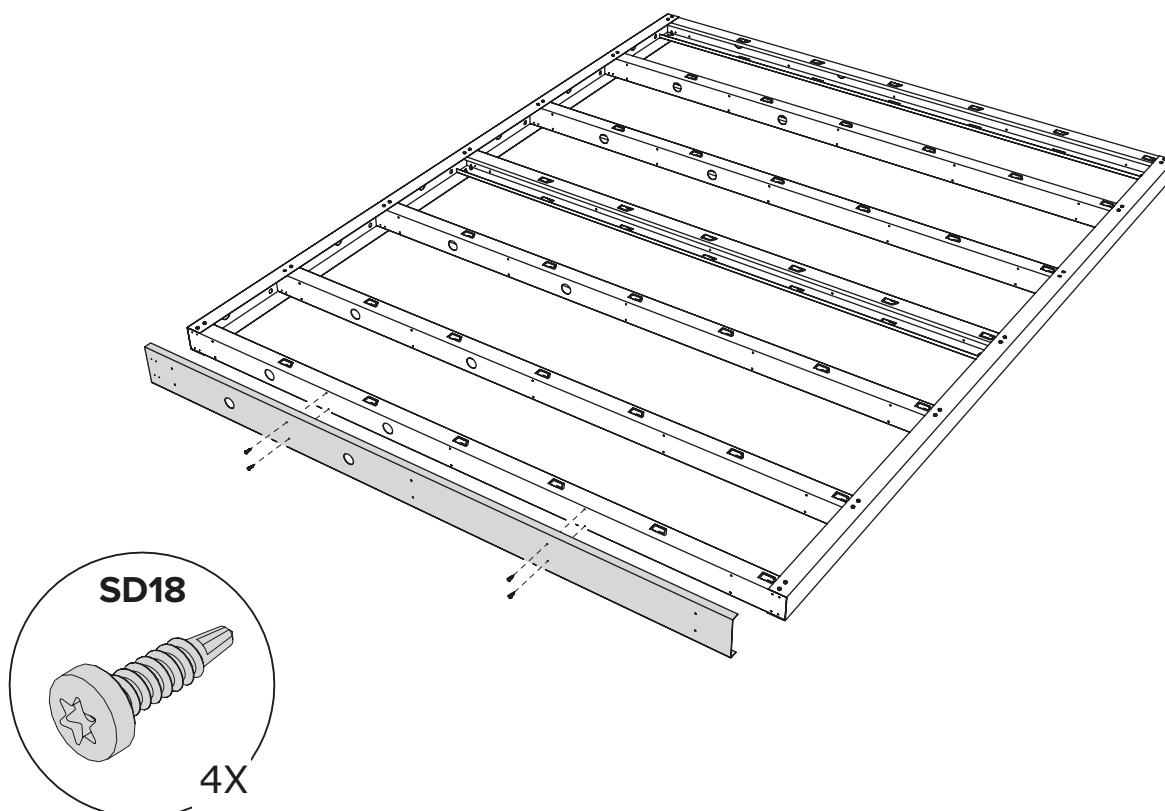


Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).



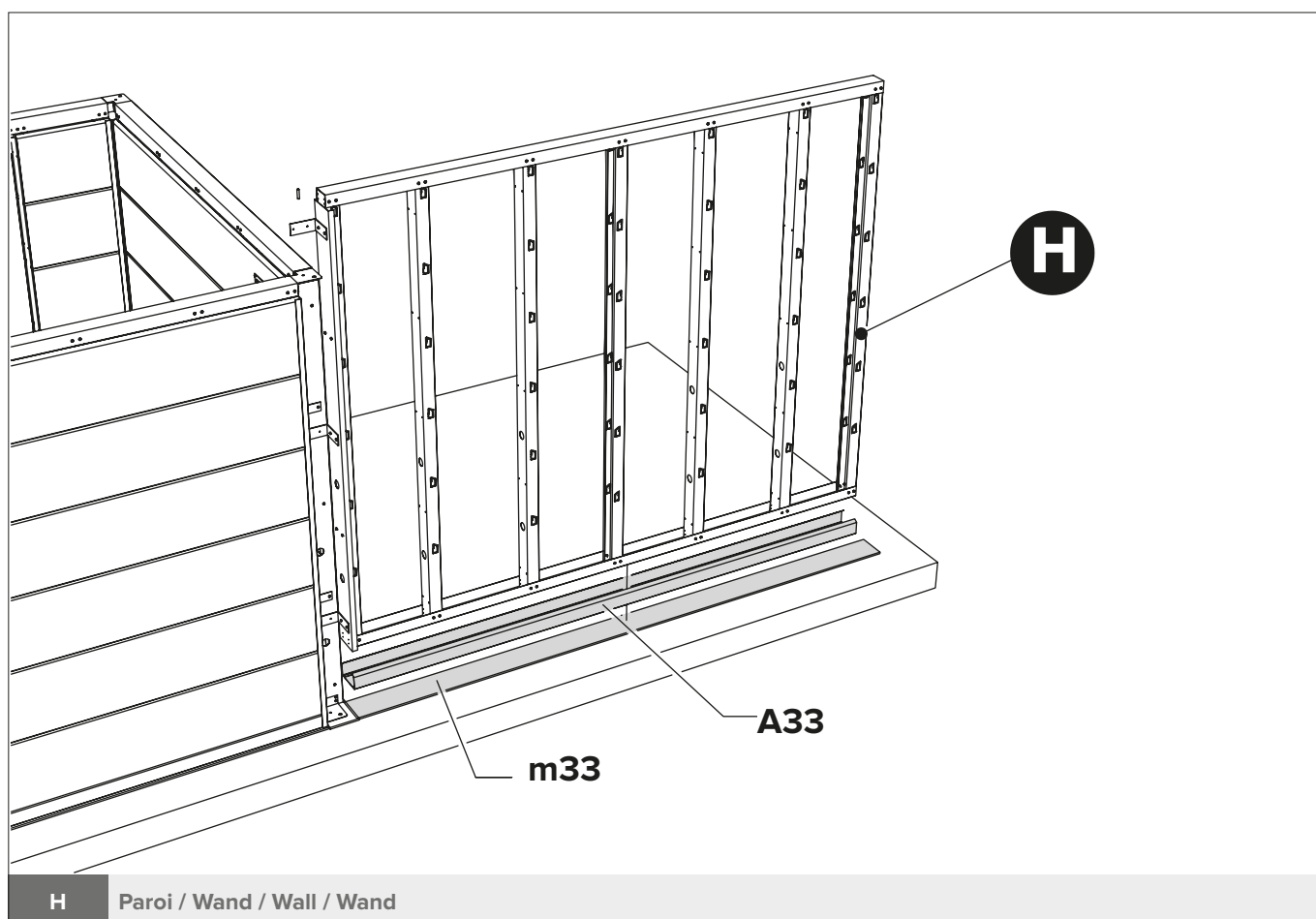
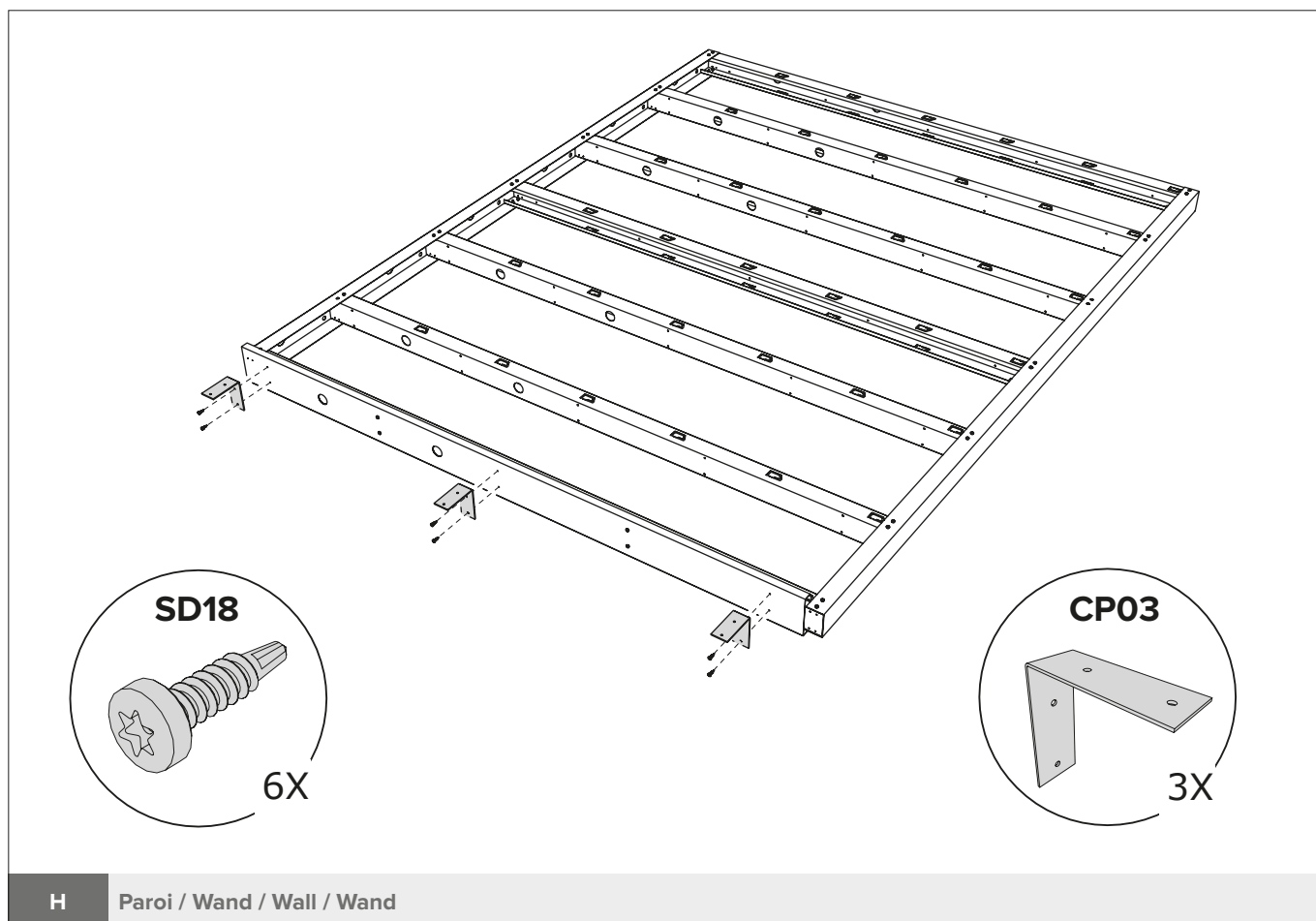
H

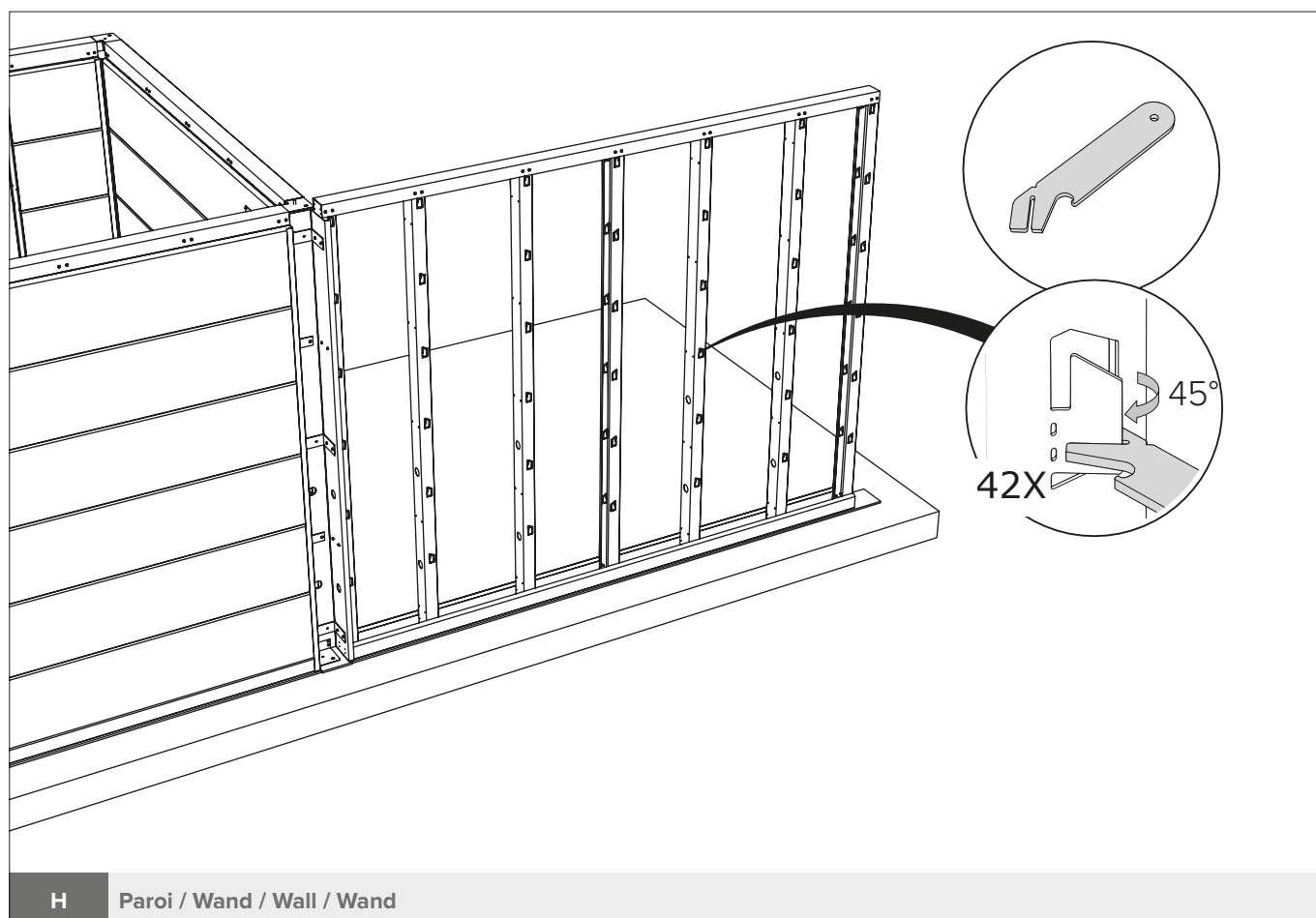
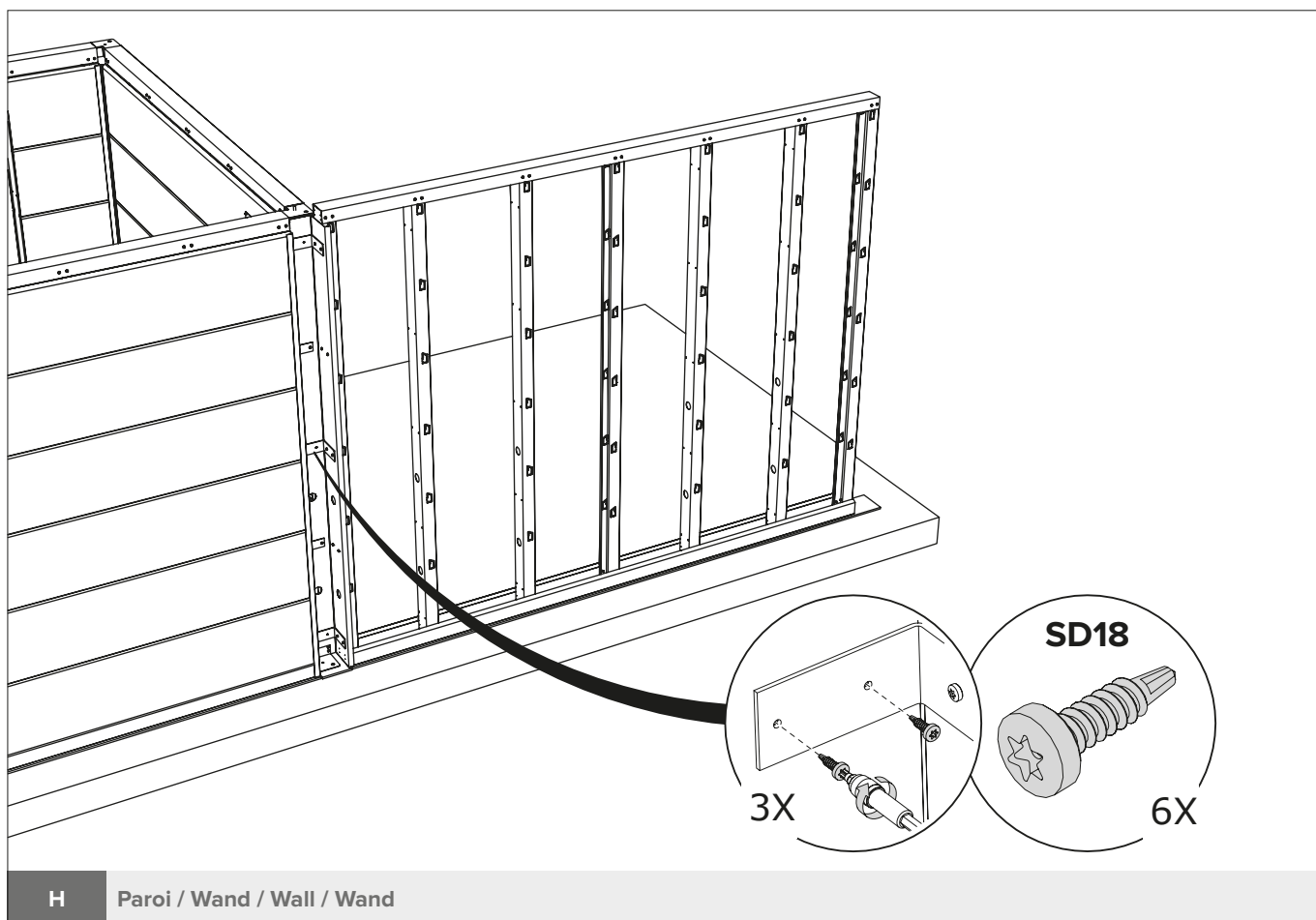
Paroi / Wand / Wall / Wand

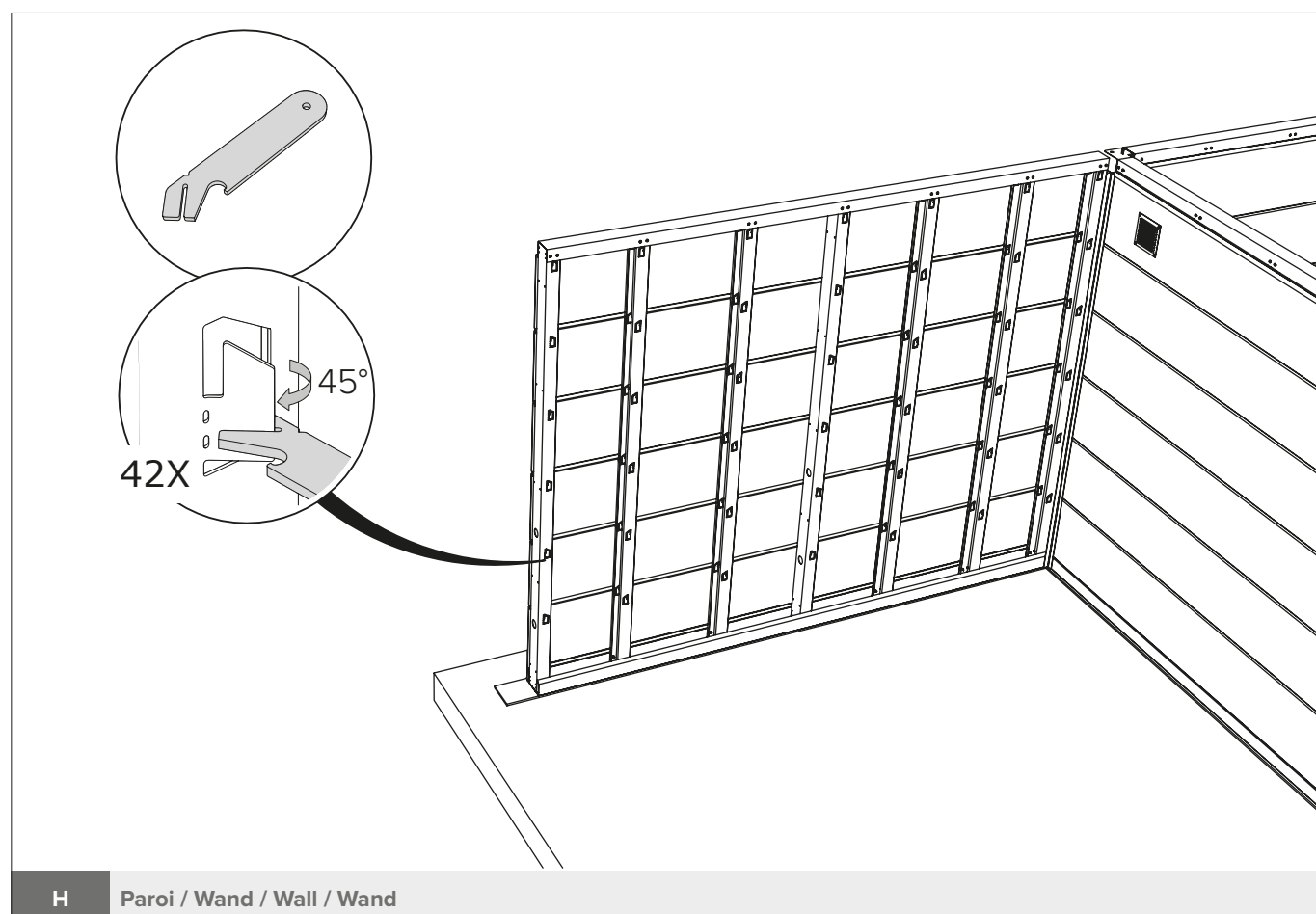
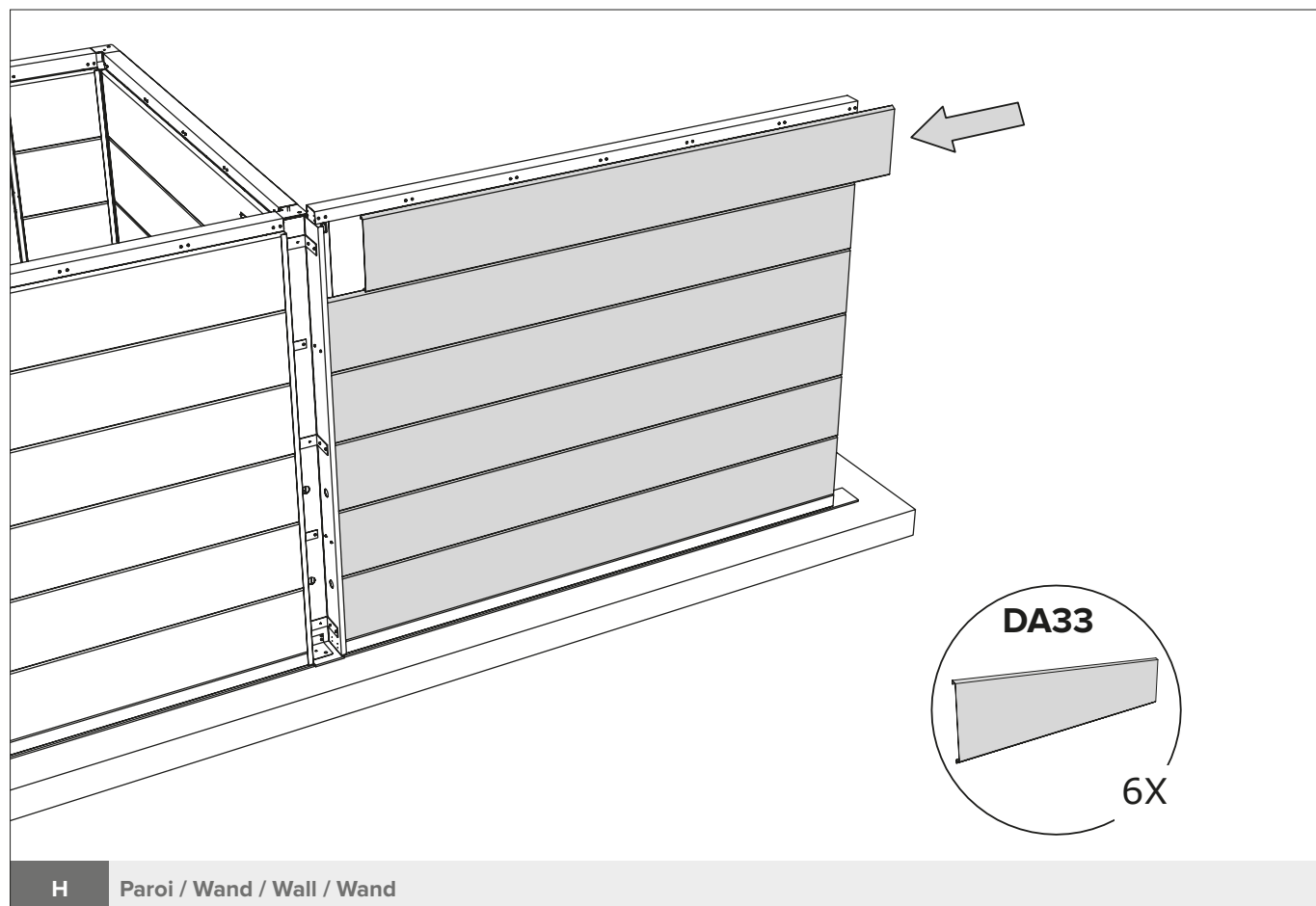


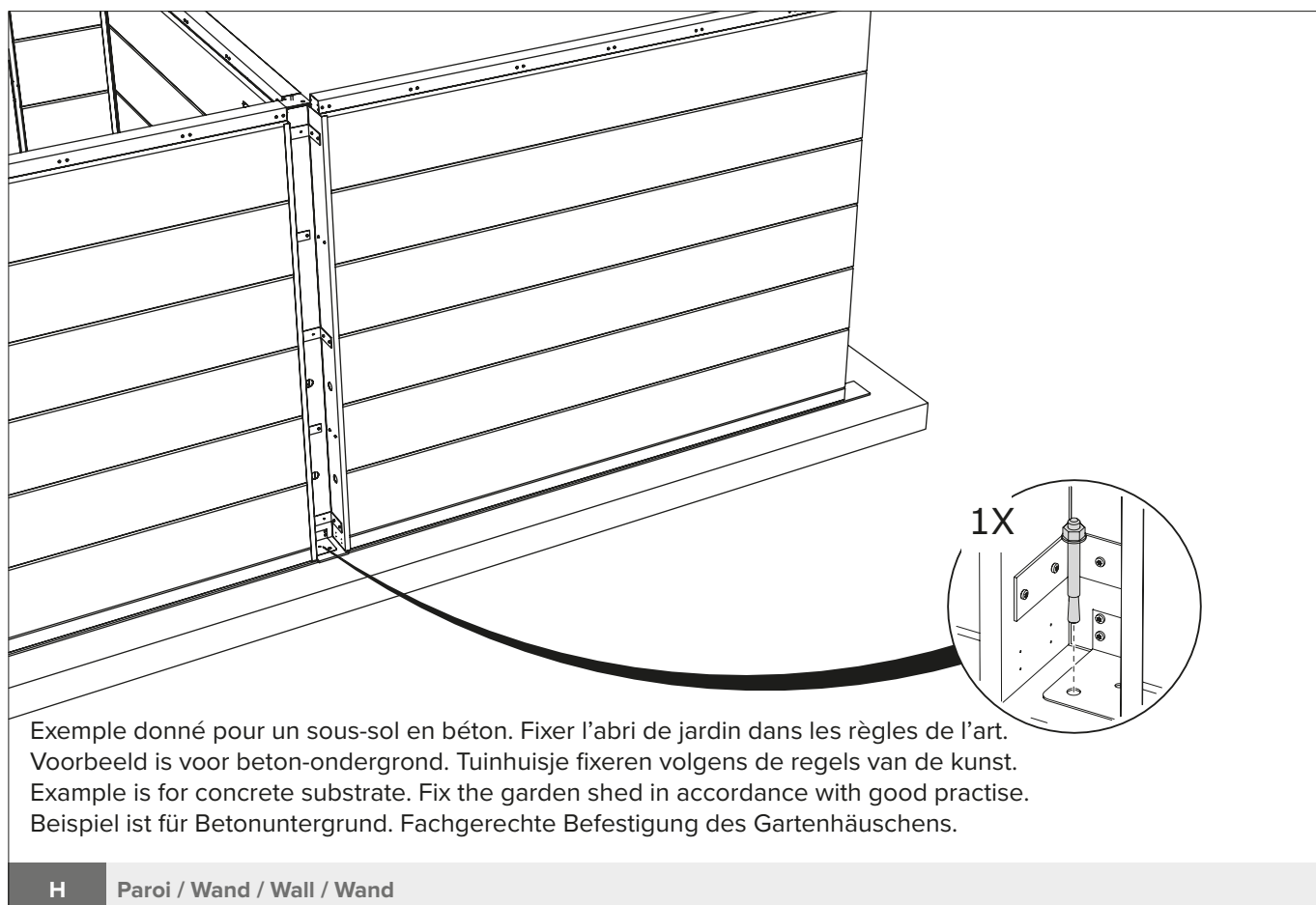
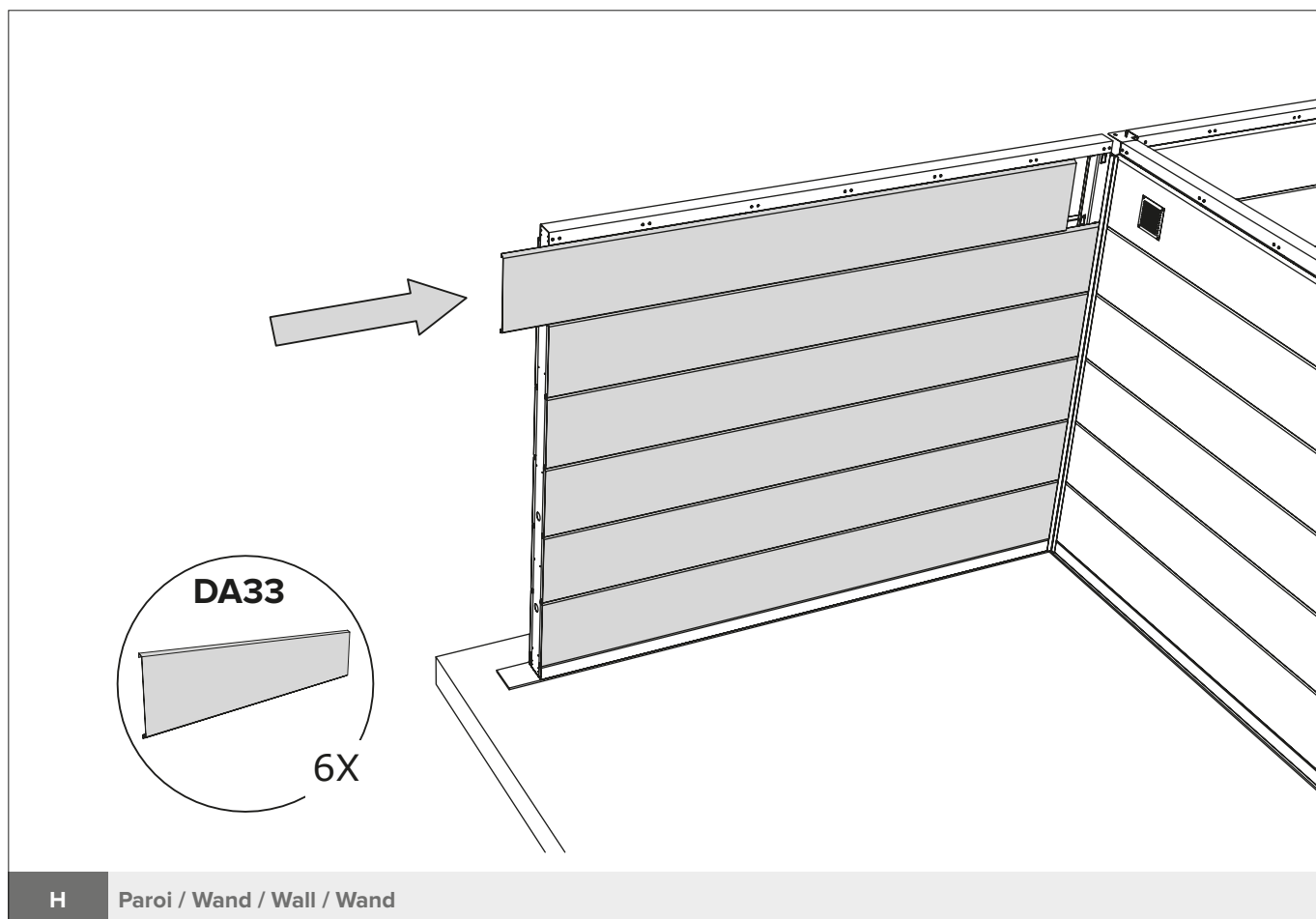
H

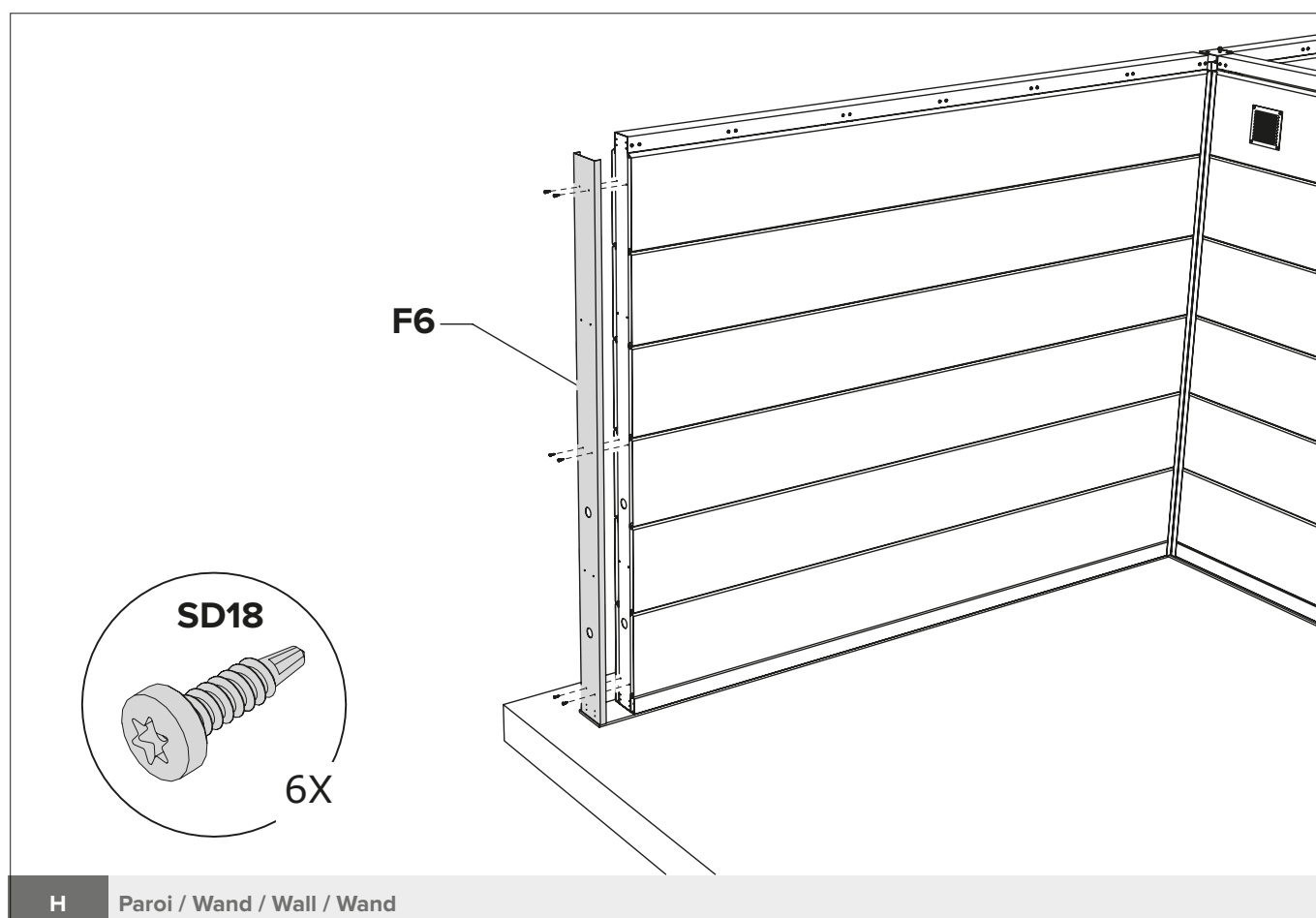
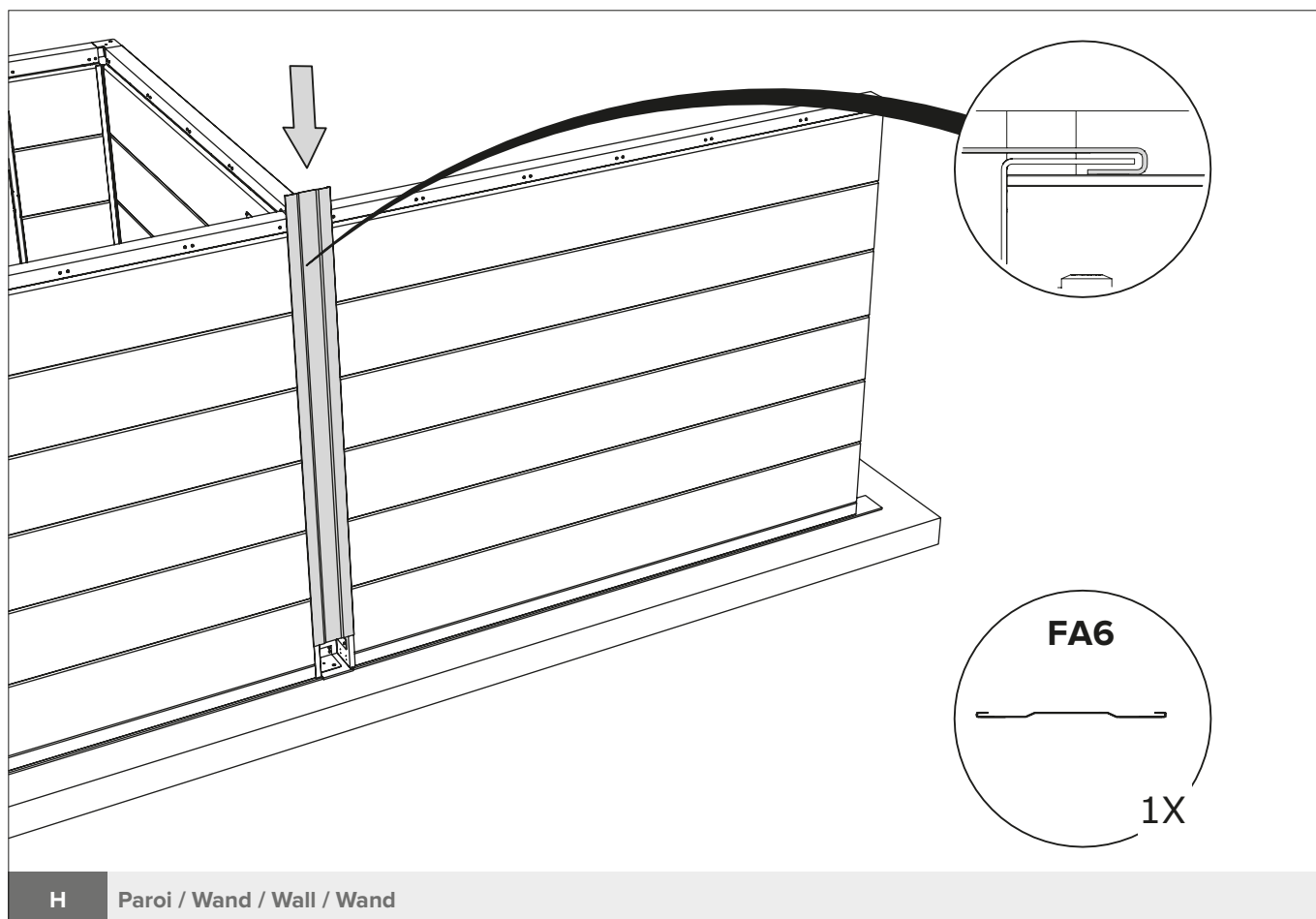
Paroi / Wand / Wall / Wand

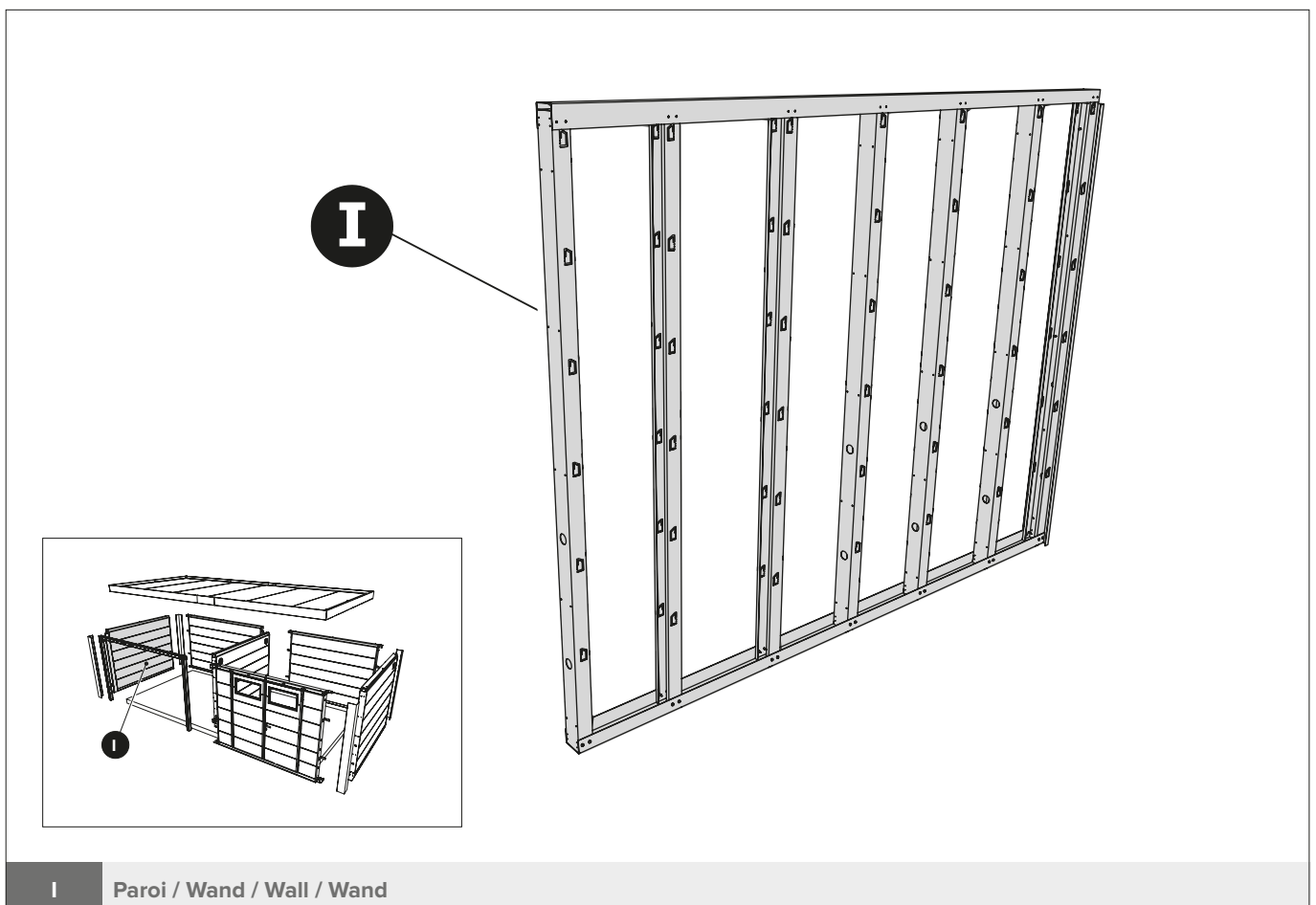
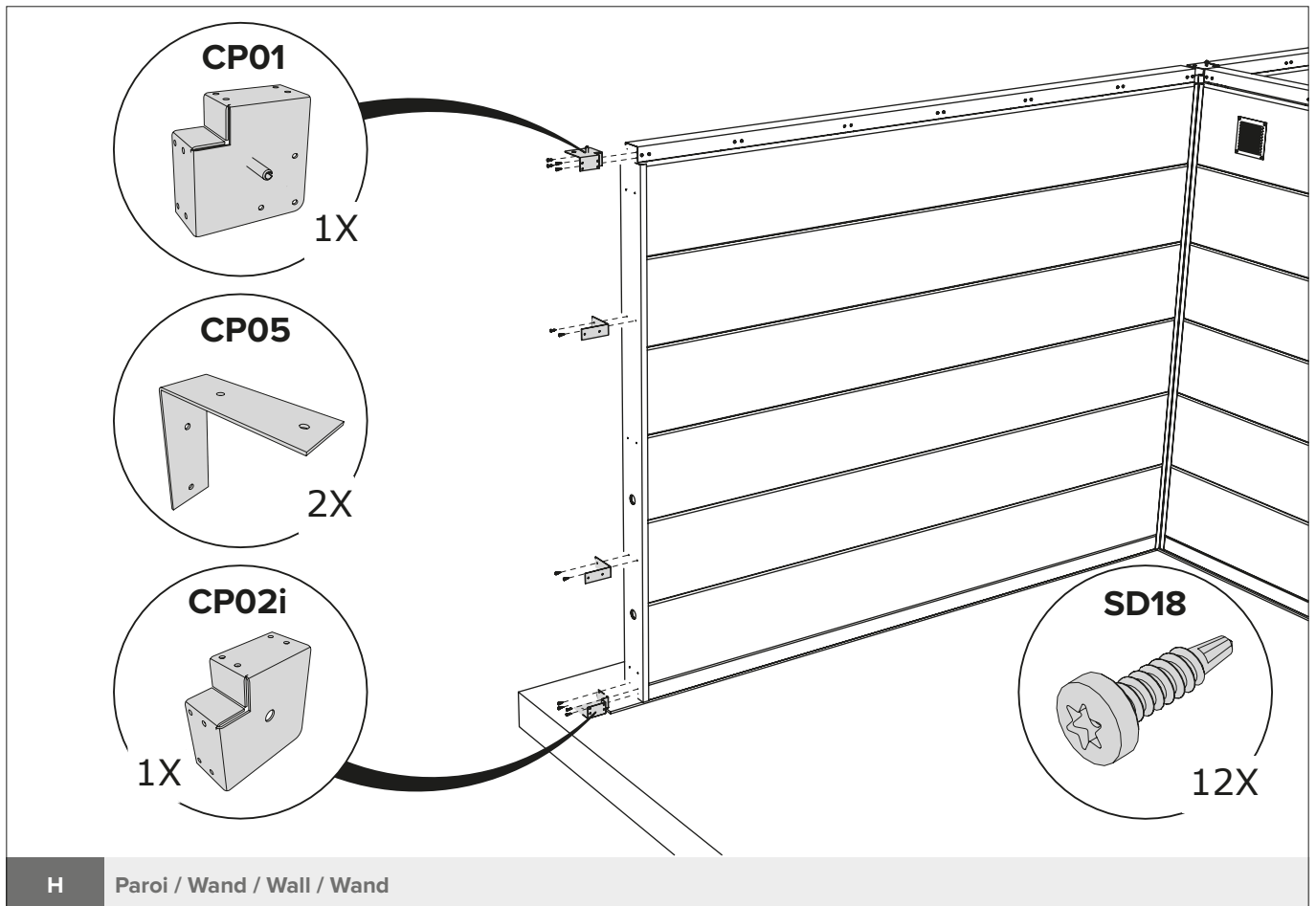




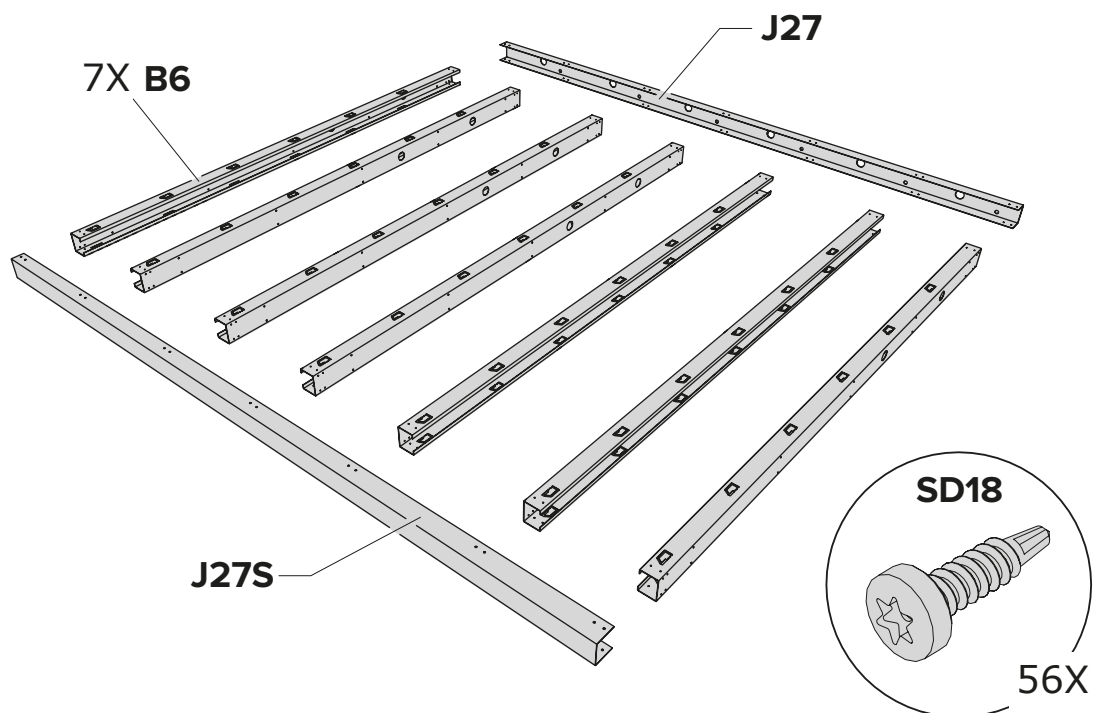




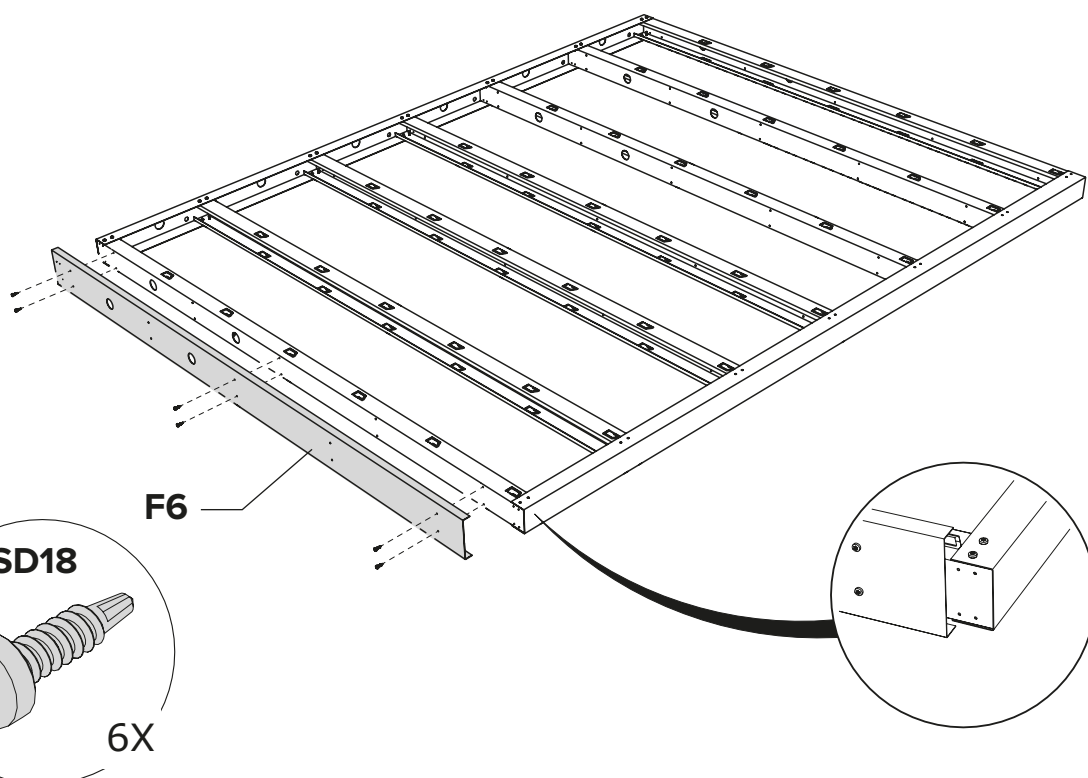




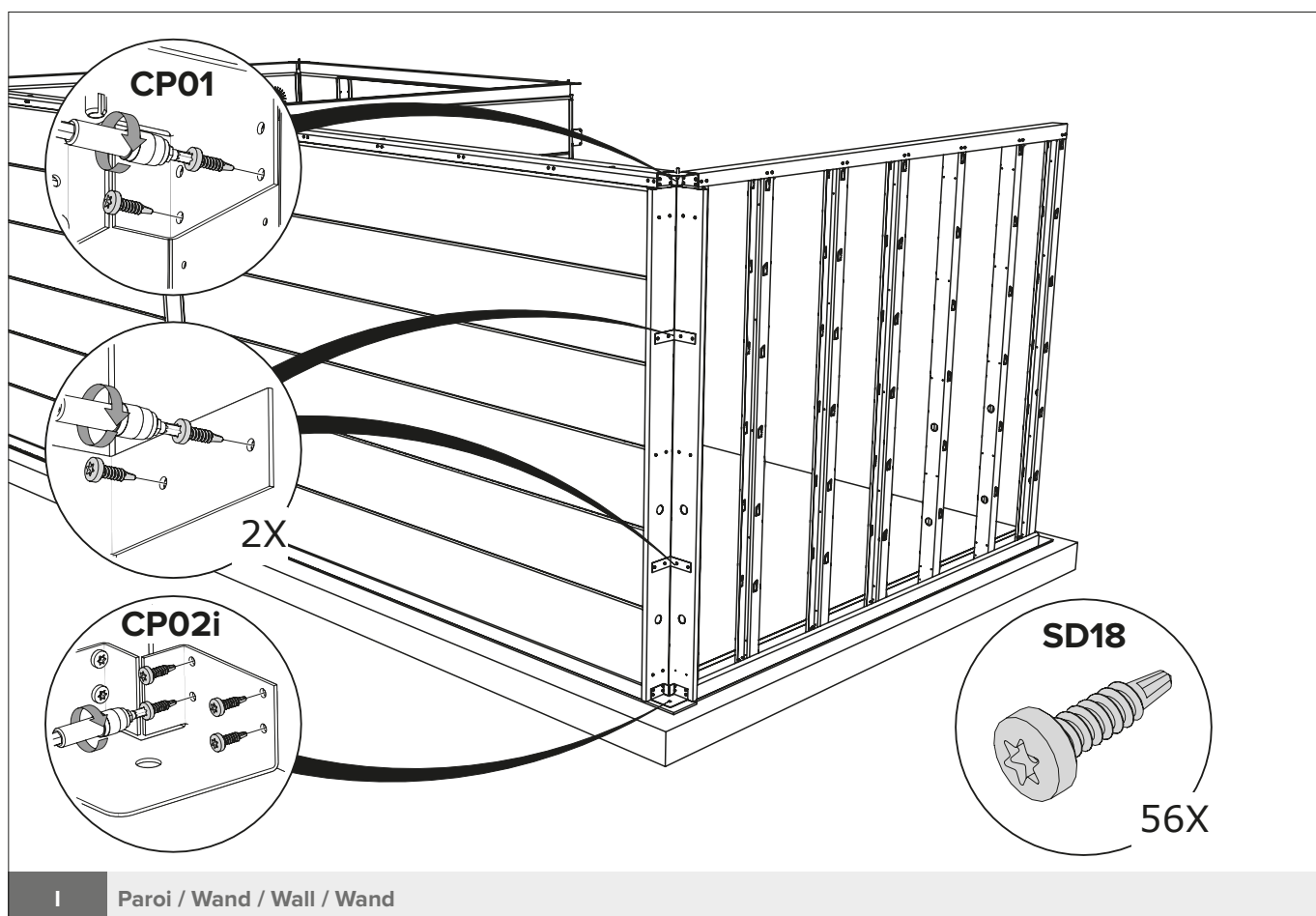
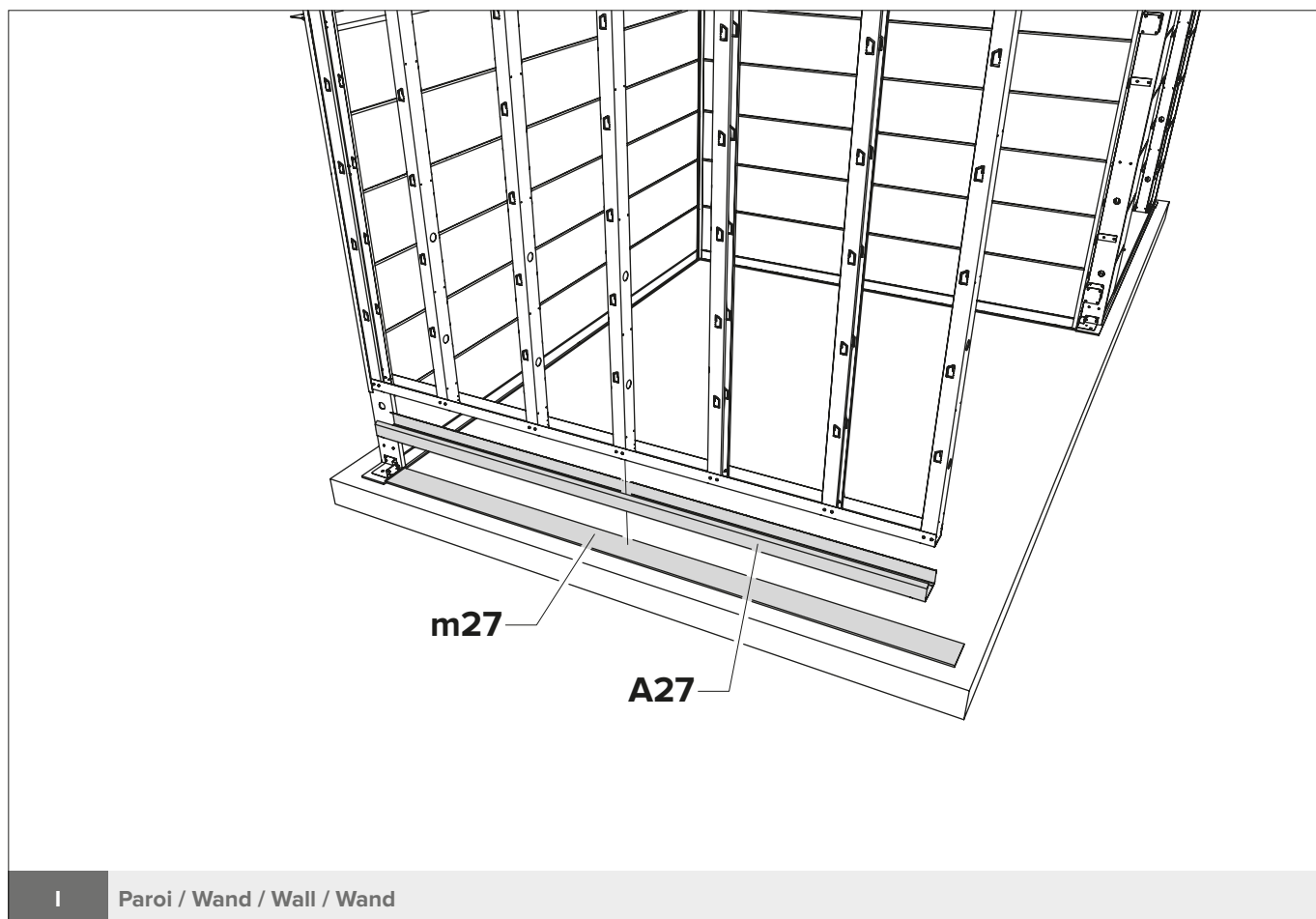
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (POW).

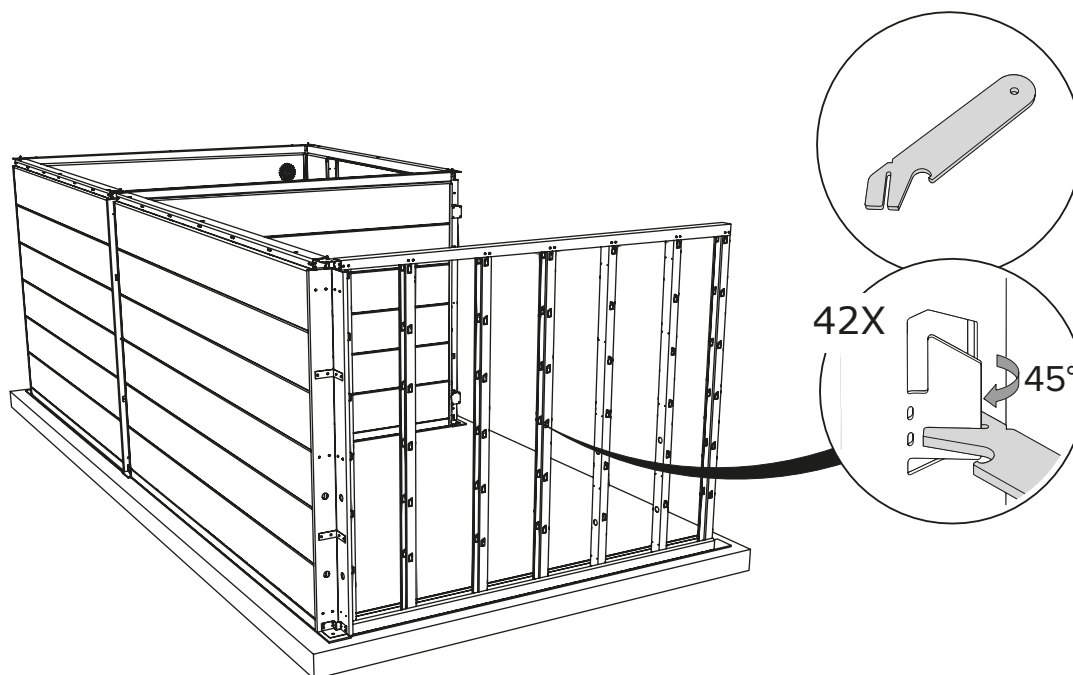


I Paroi / Wand / Wall / Wand

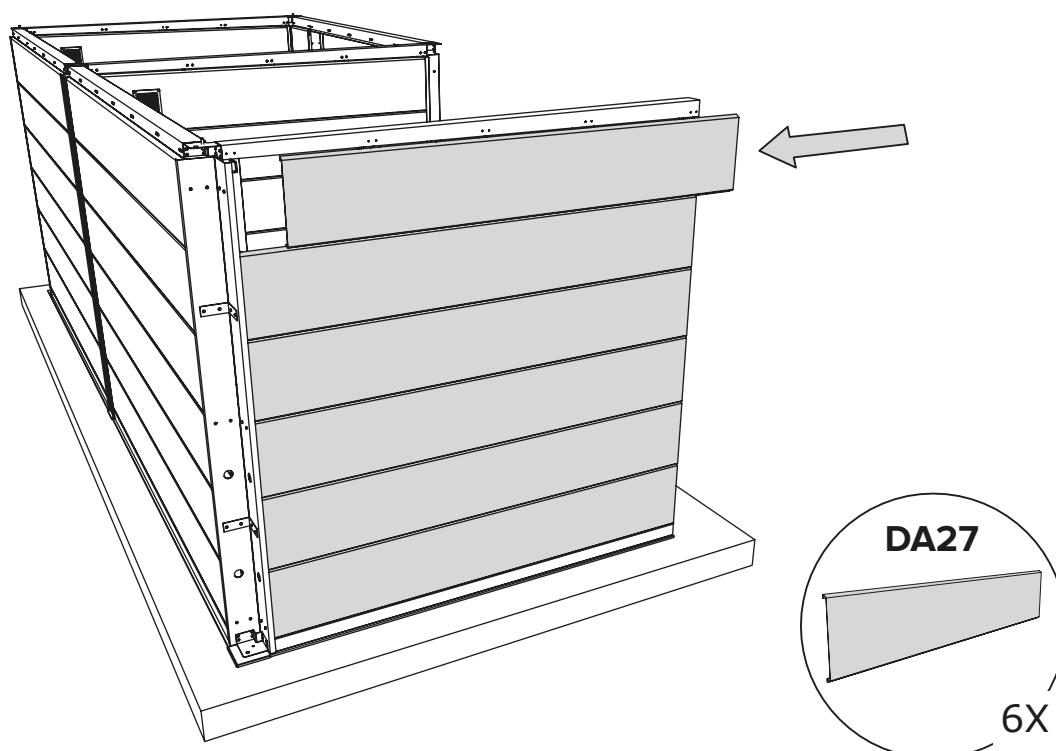


I Paroi / Wand / Wall / Wand

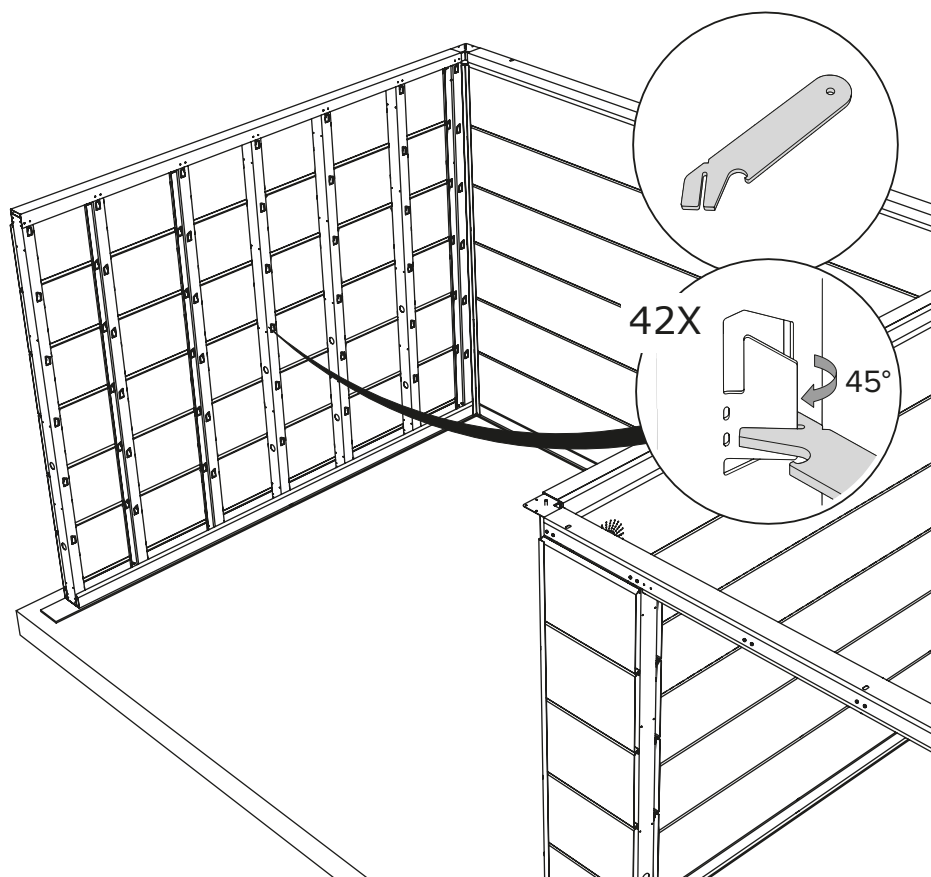




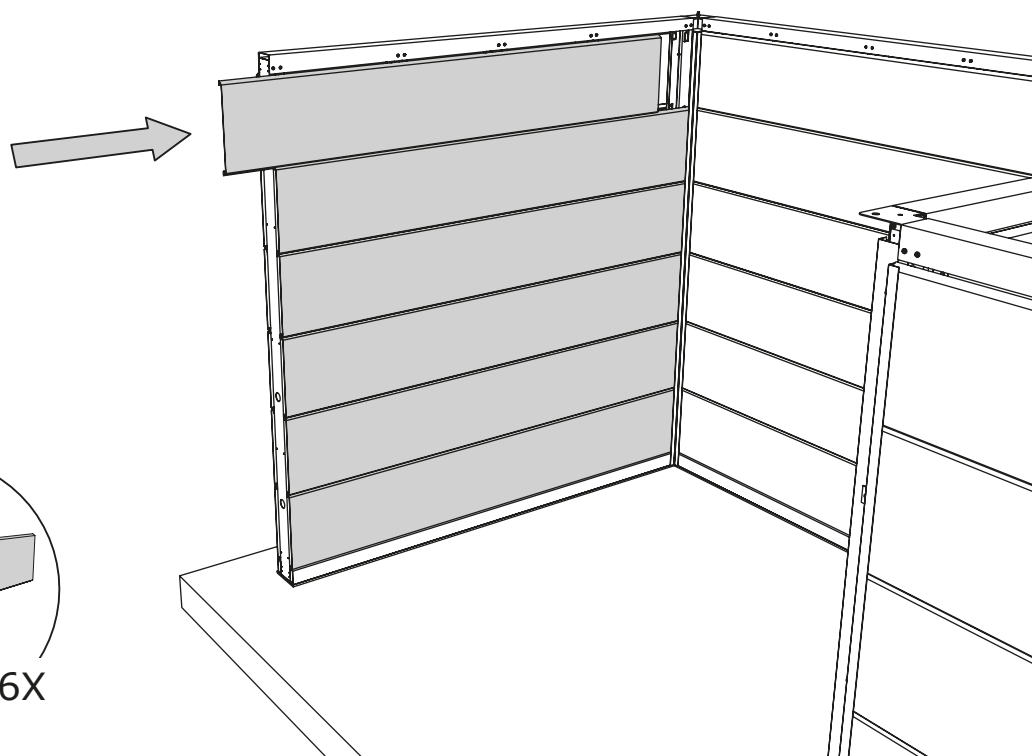
I Paroi / Wand / Wall / Wand



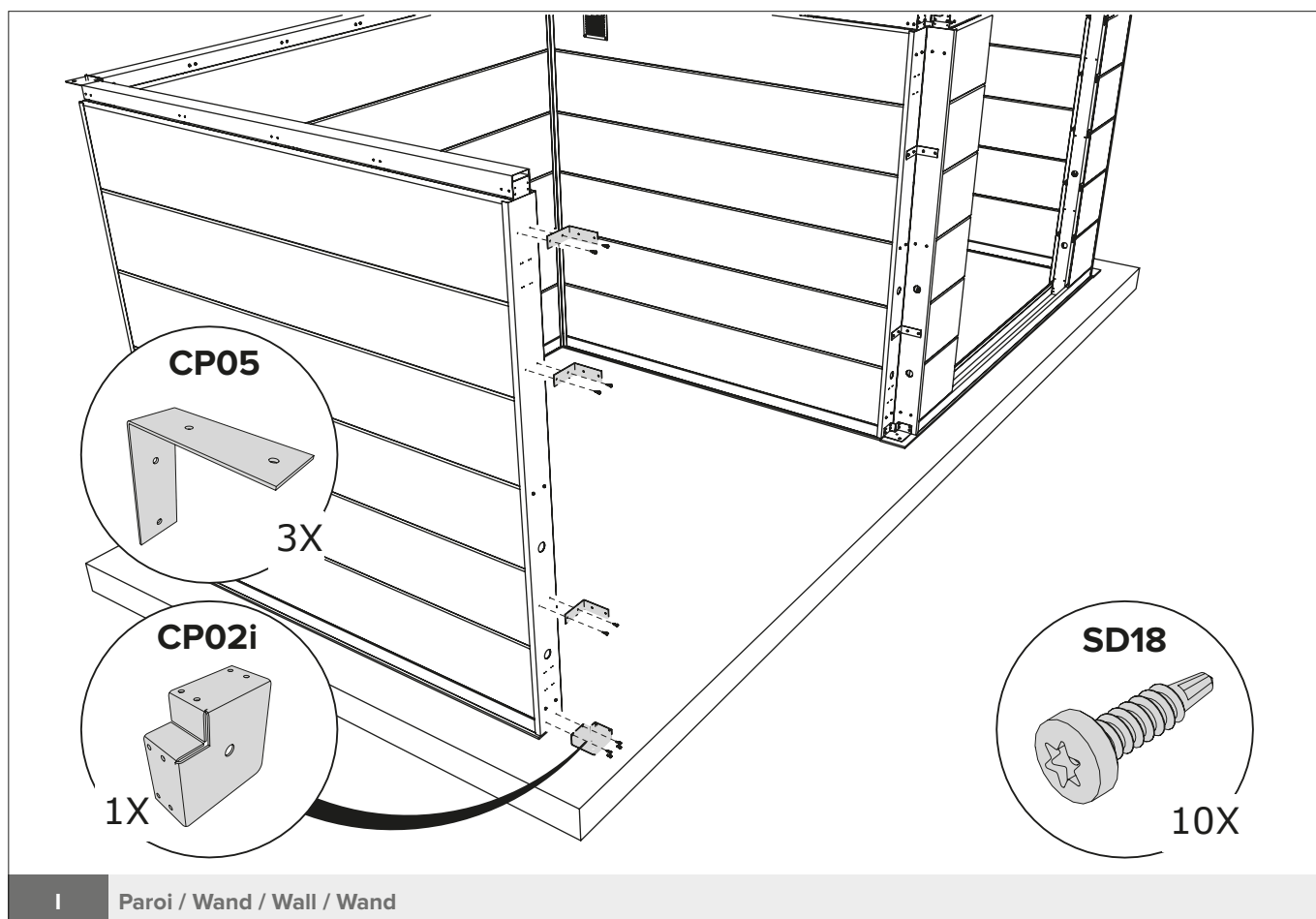
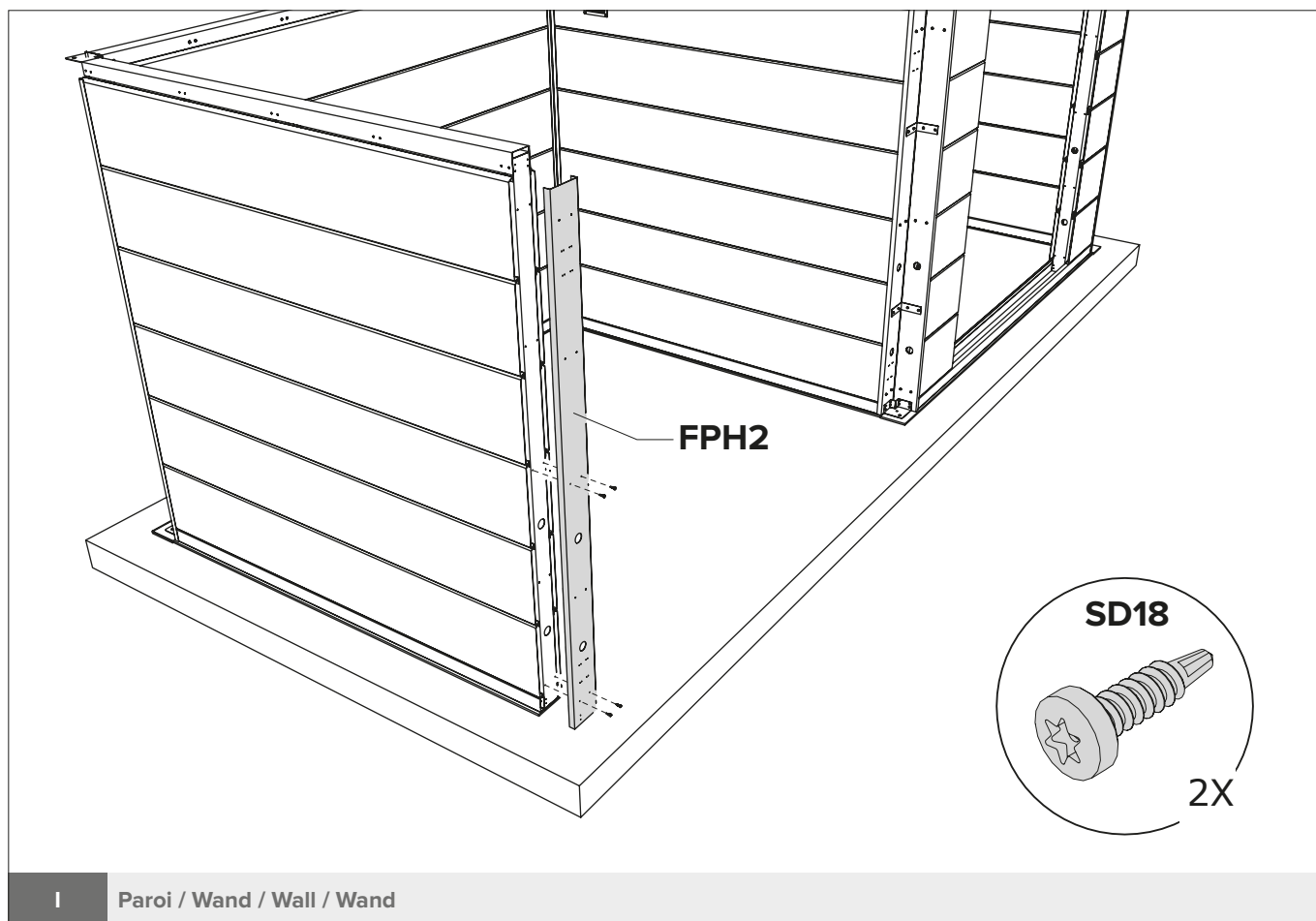
I Paroi / Wand / Wall / Wand

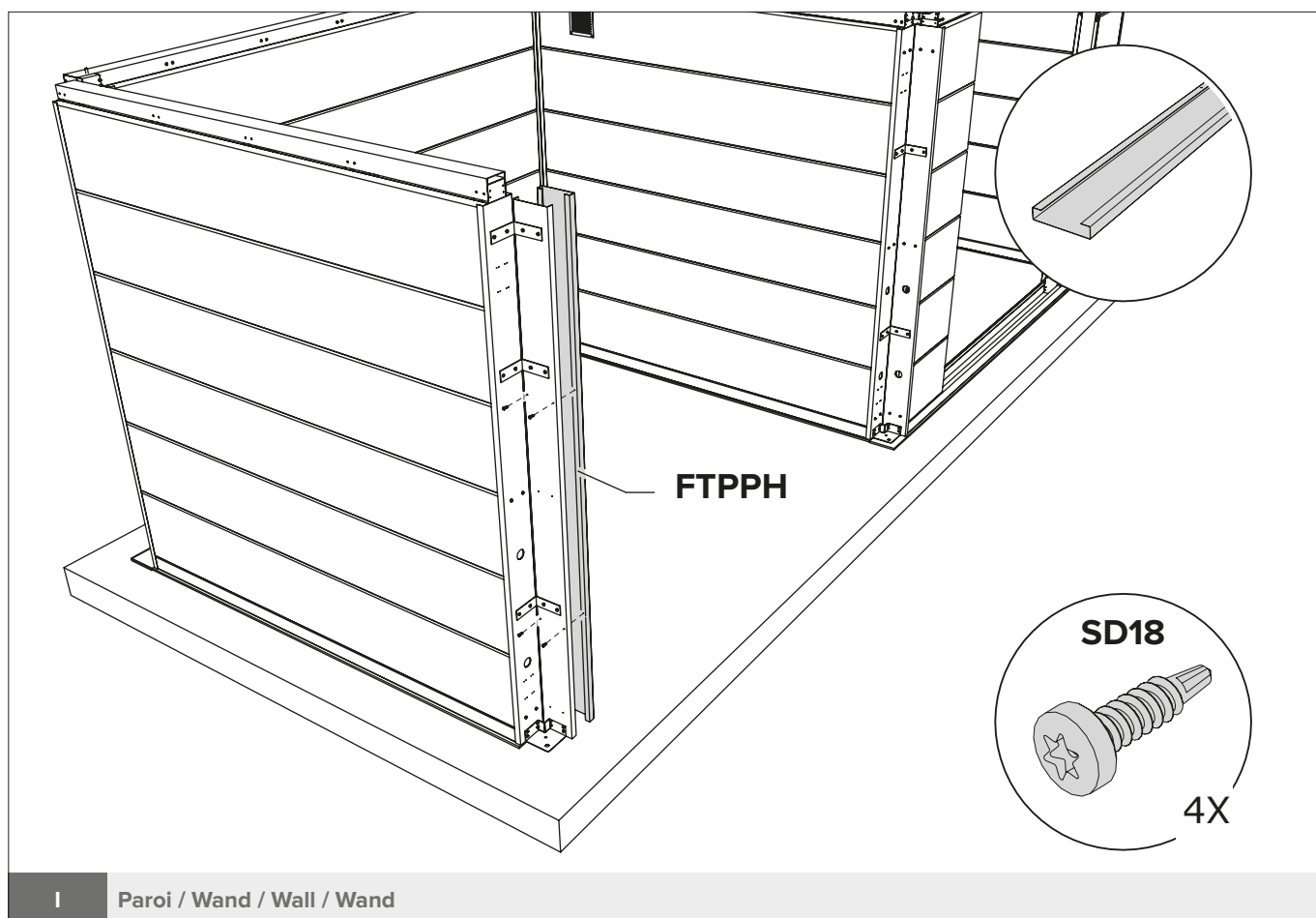
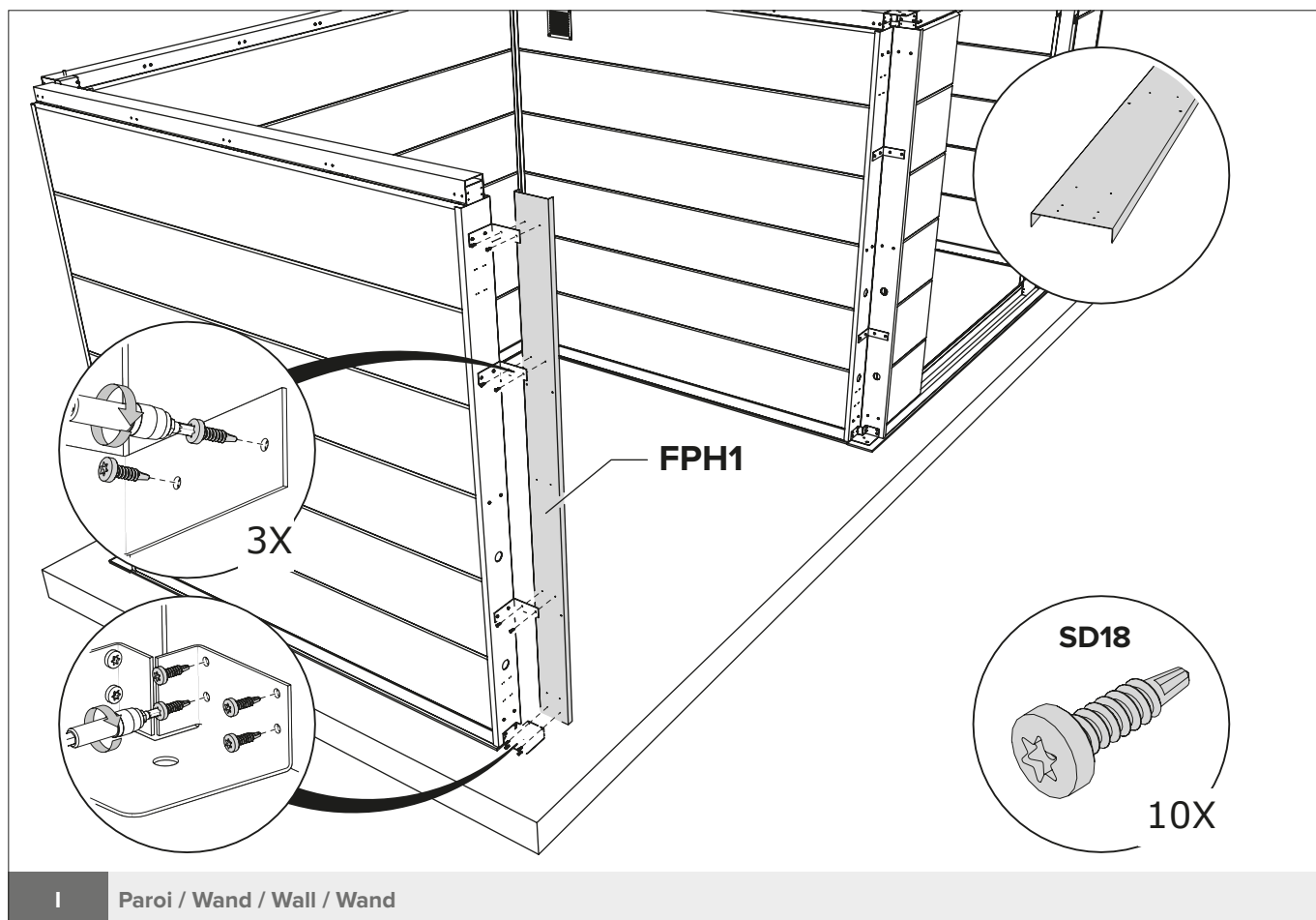


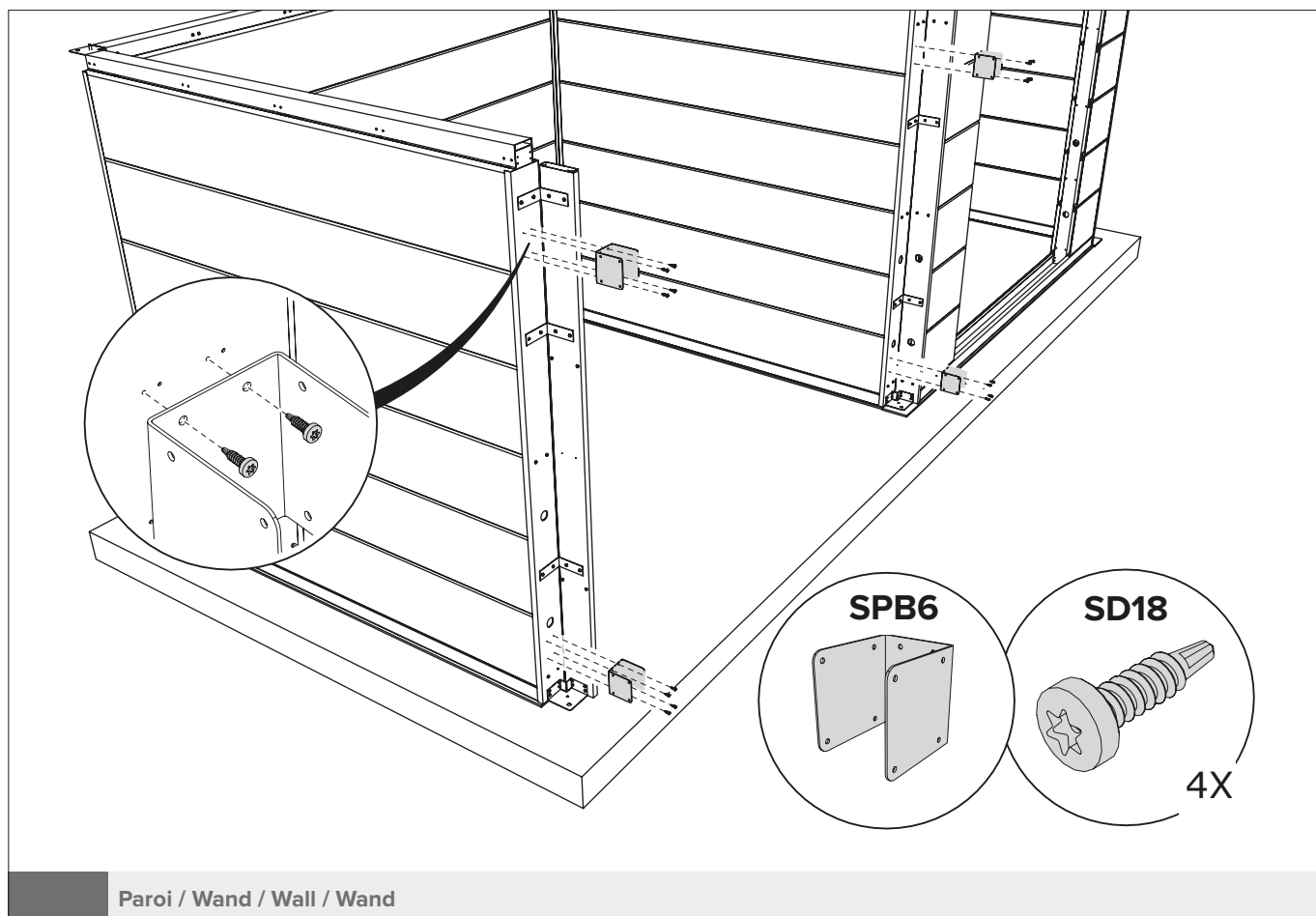
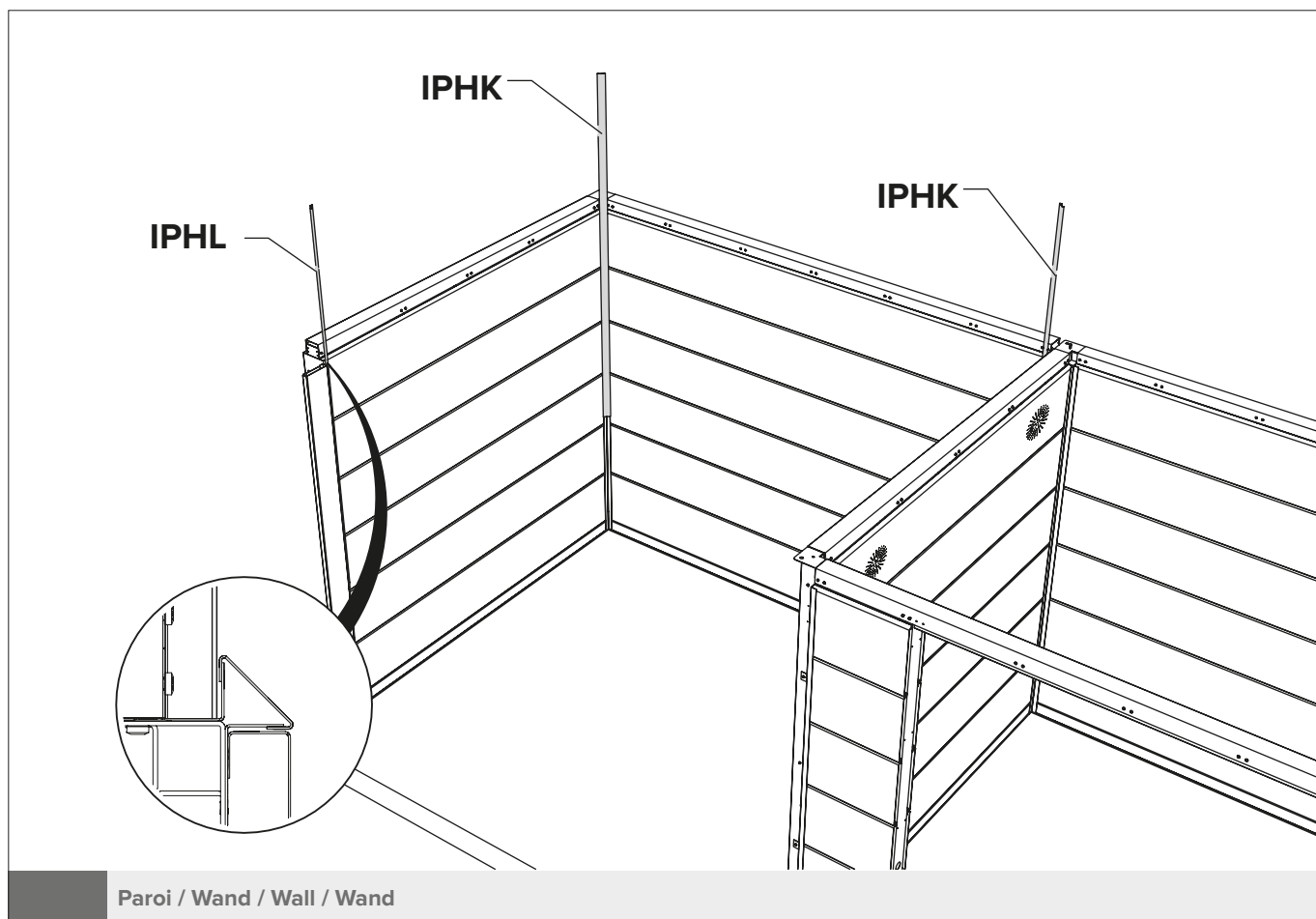
I Paroi / Wand / Wall / Wand

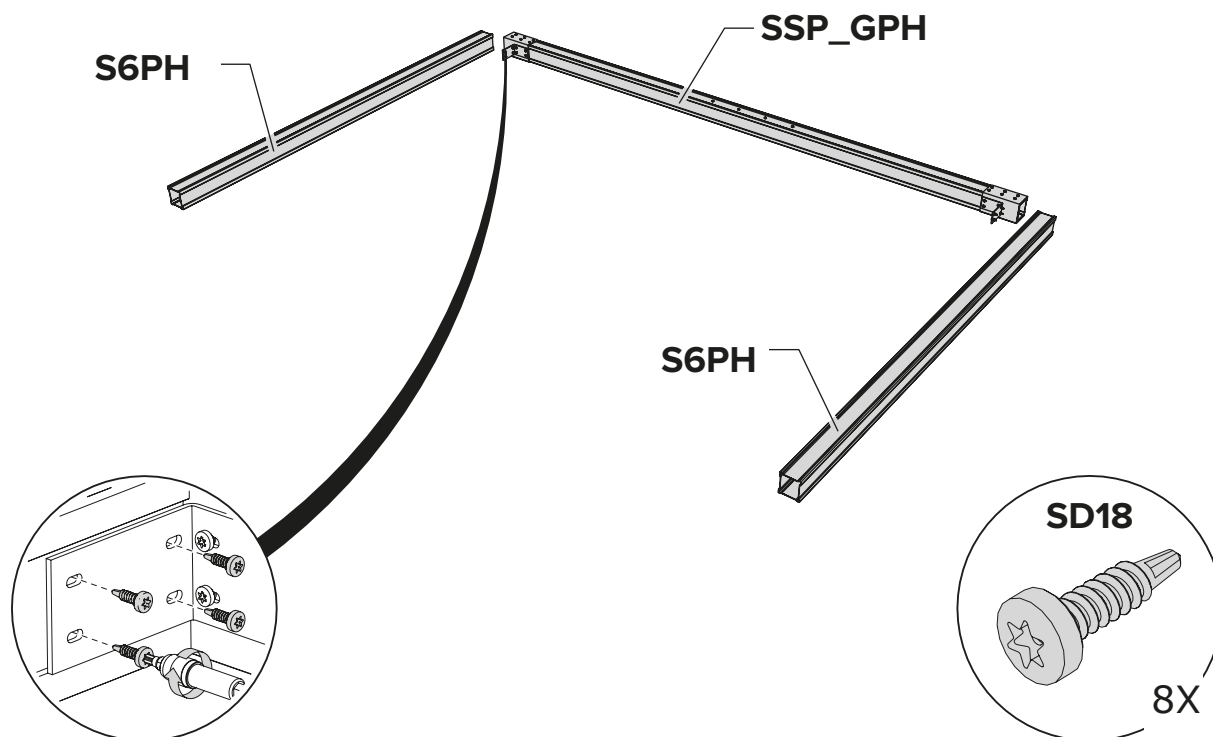


I Paroi / Wand / Wall / Wand

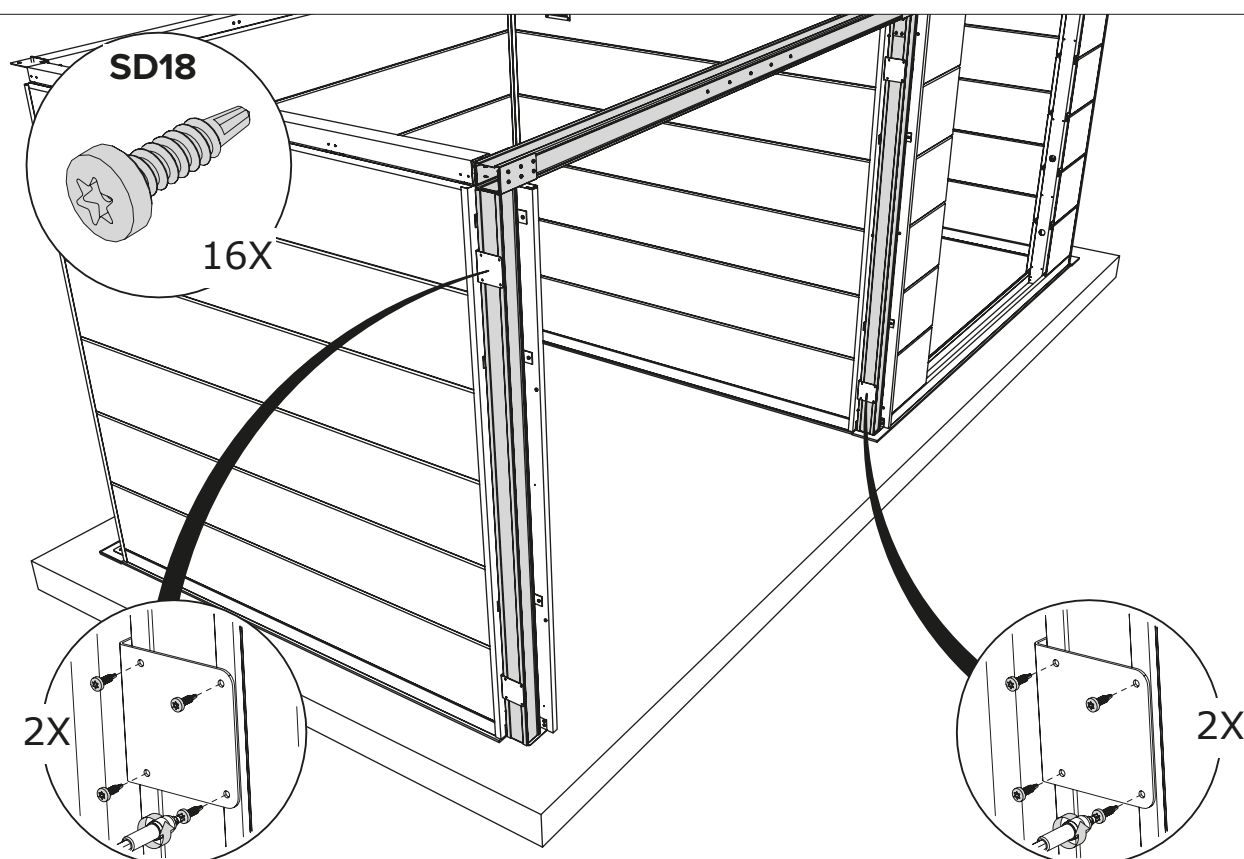




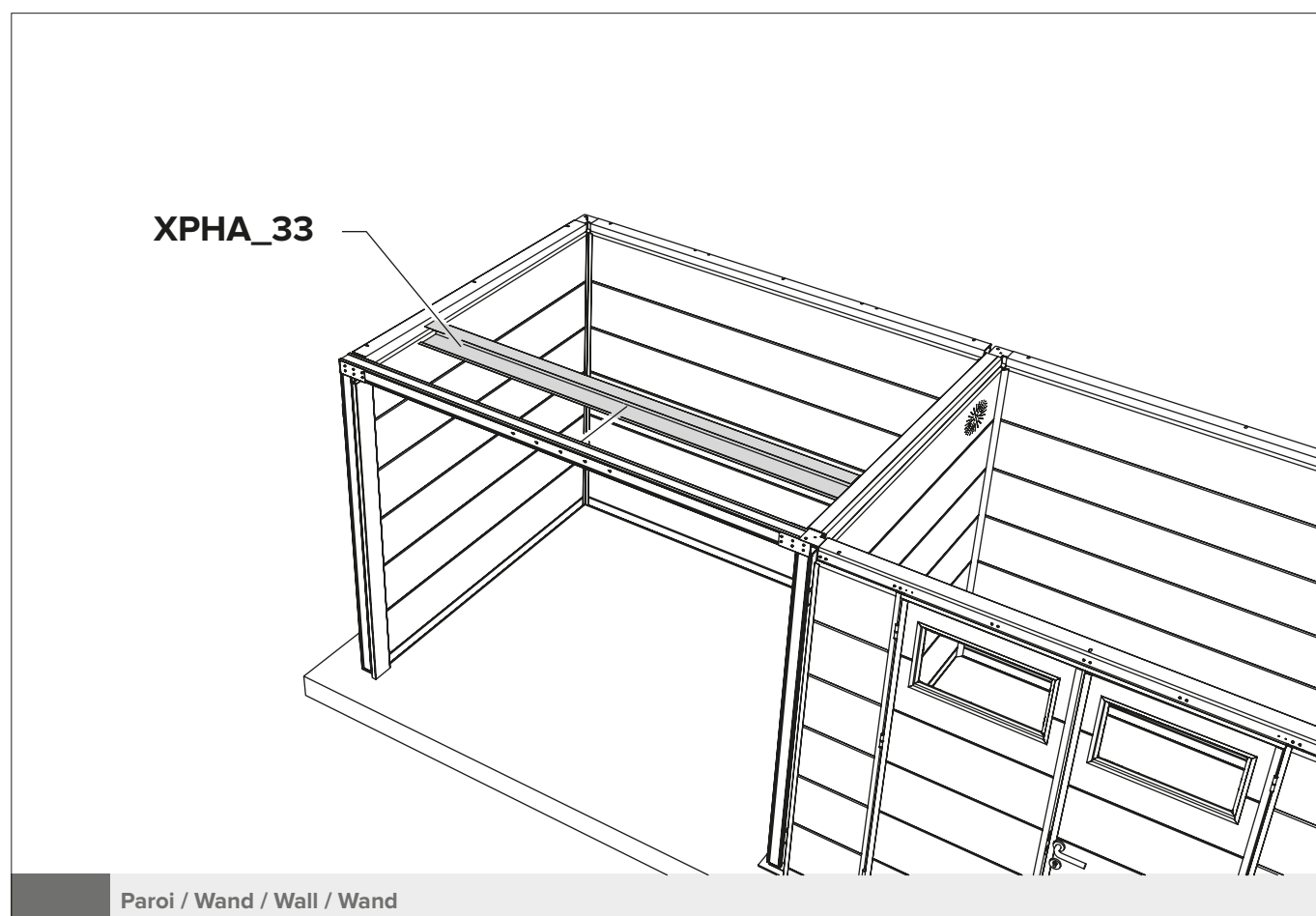
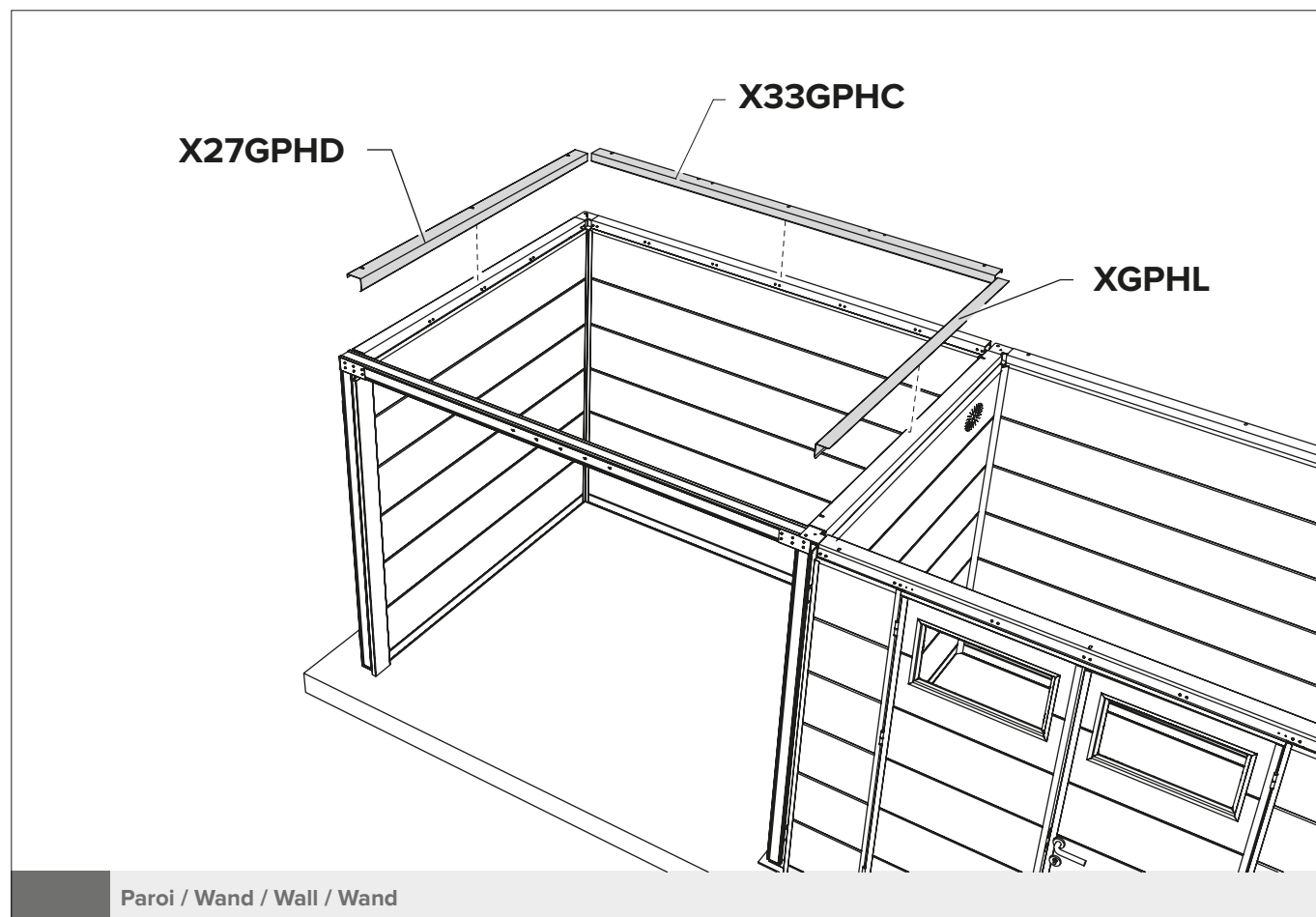


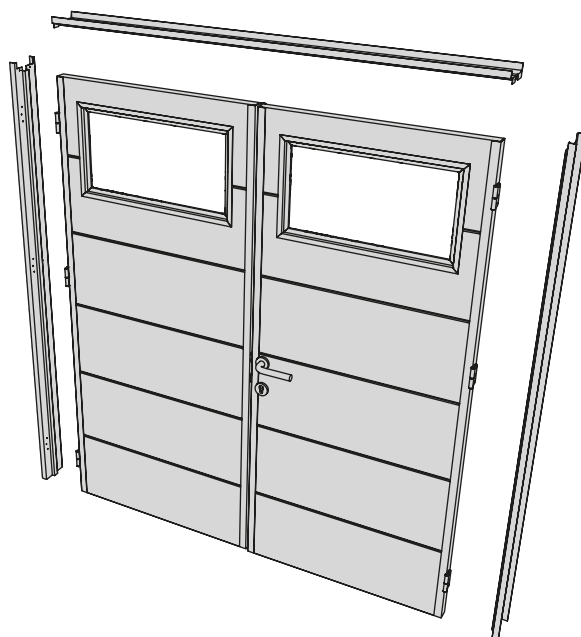
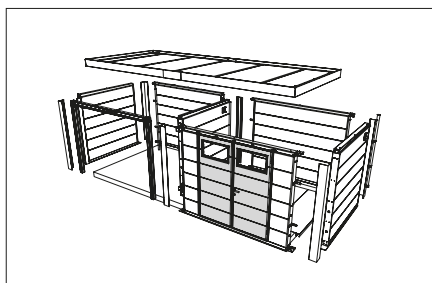


Paroi / Wand / Wall / Wand

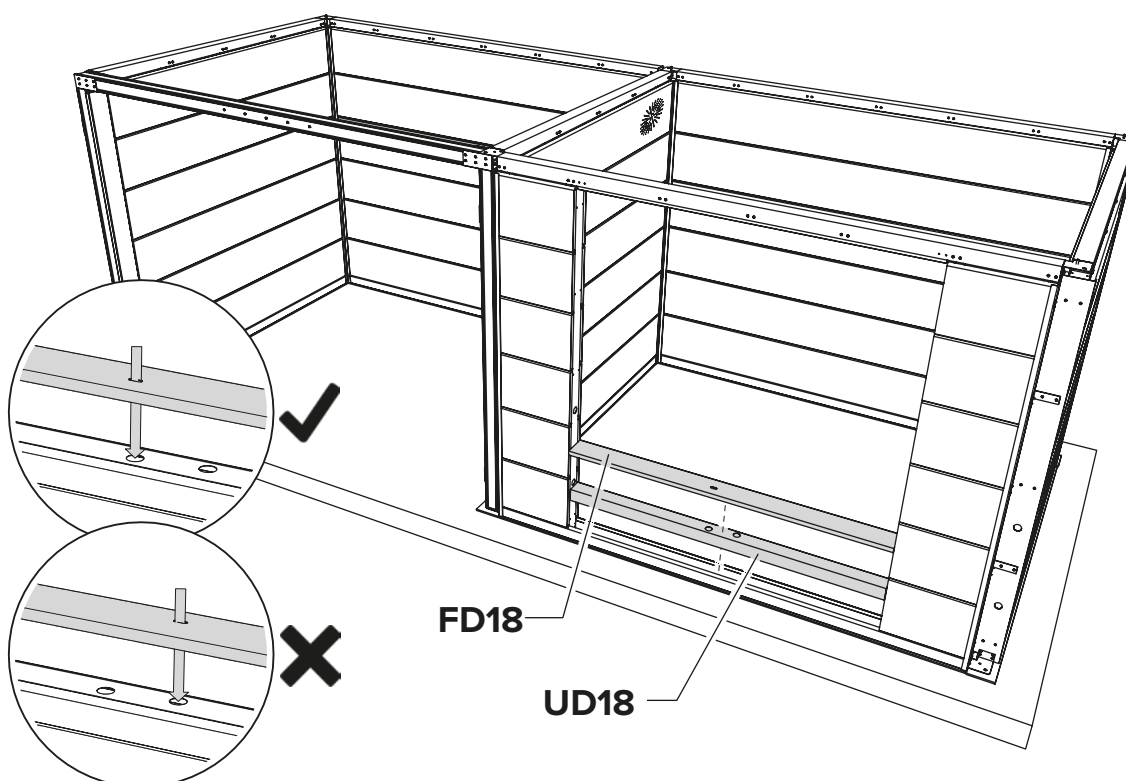


Paroi / Wand / Wall / Wand

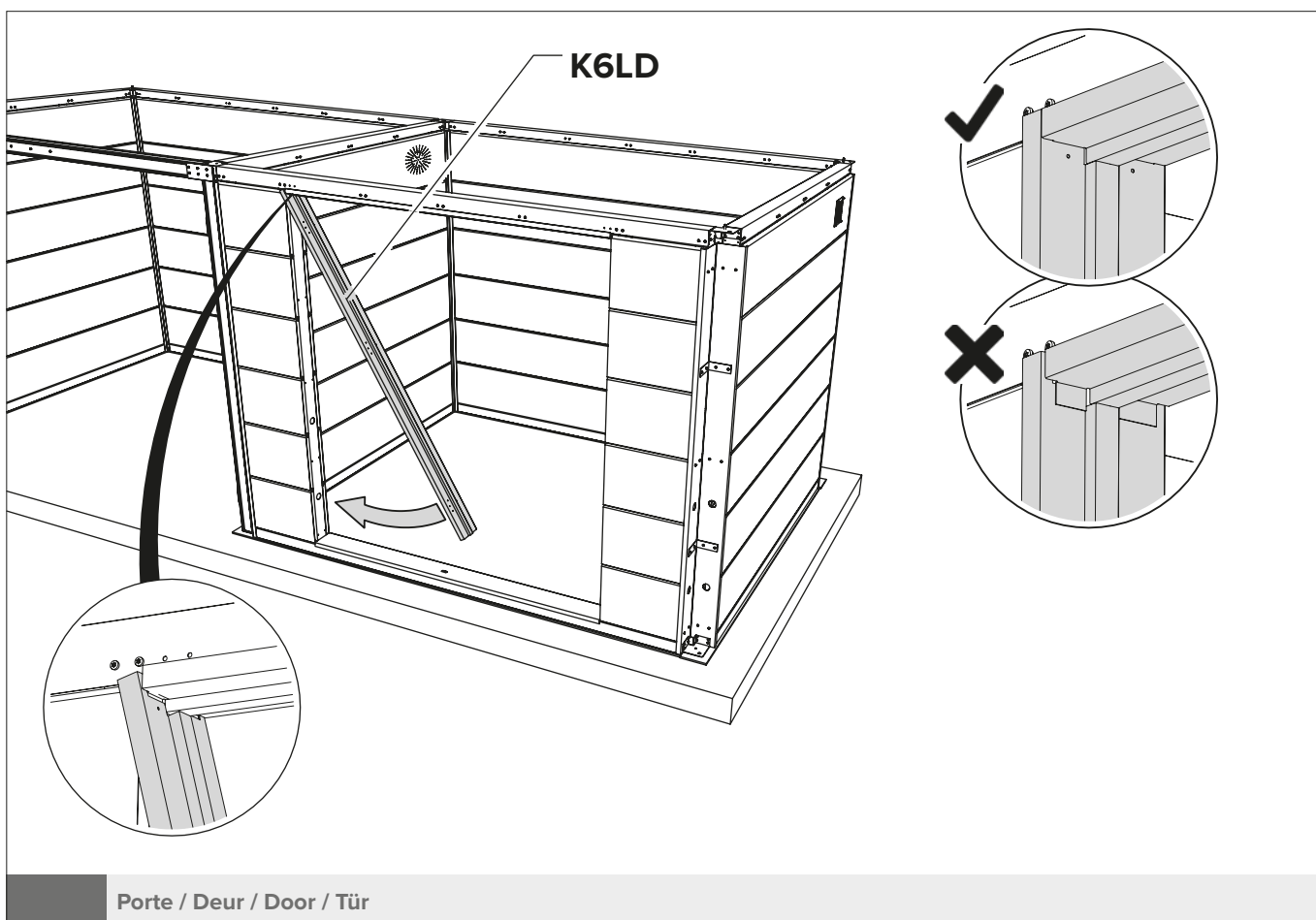
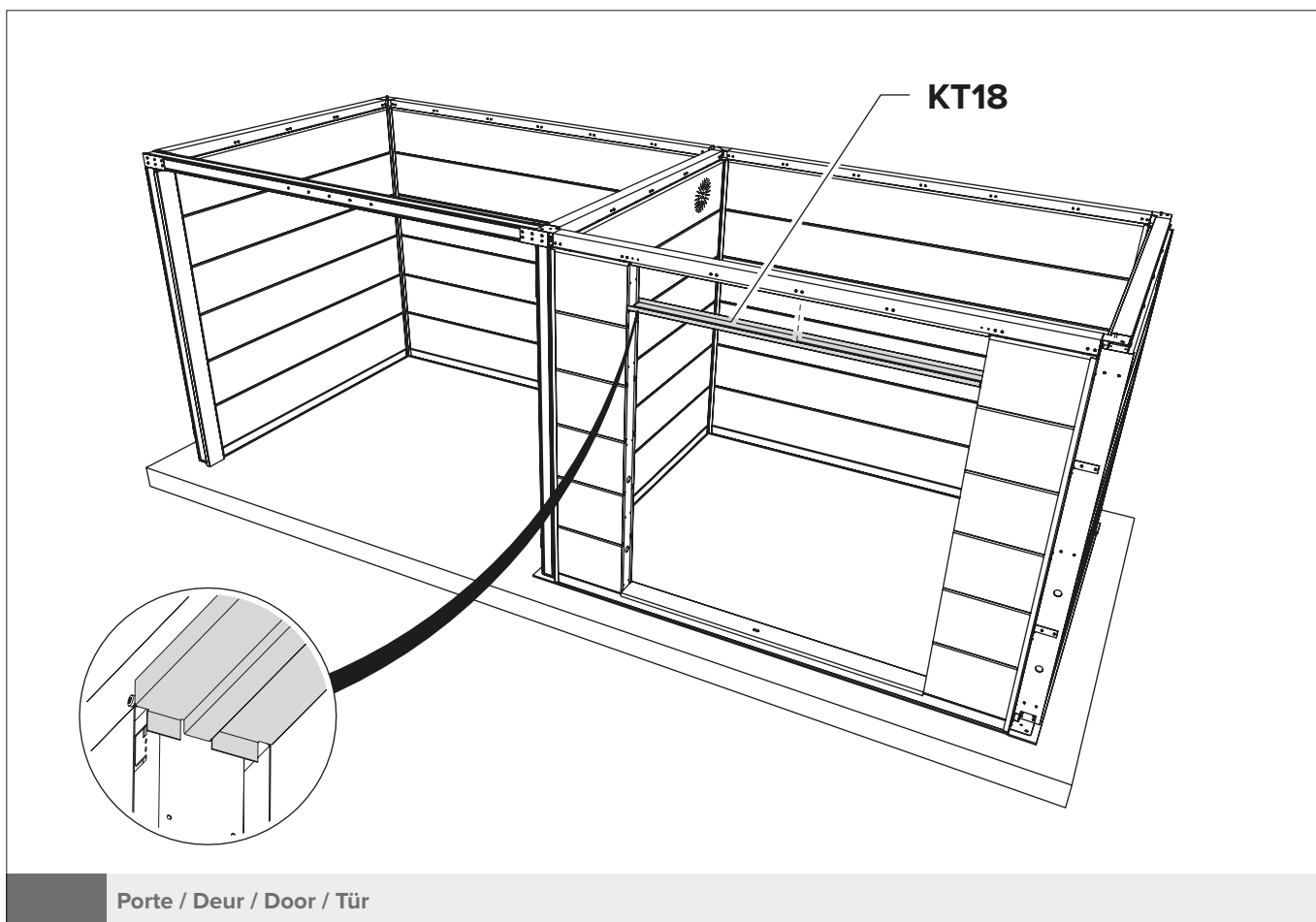


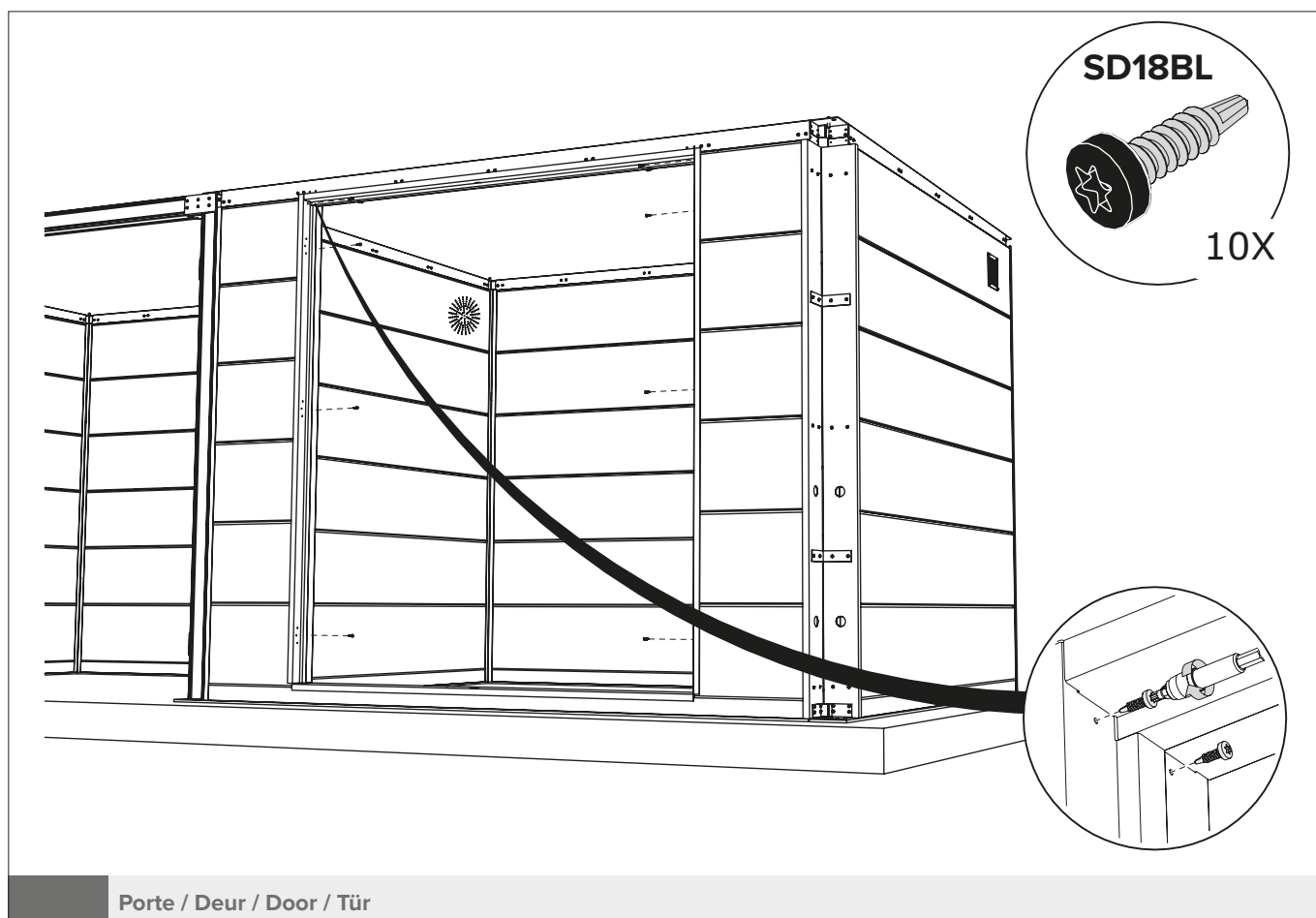
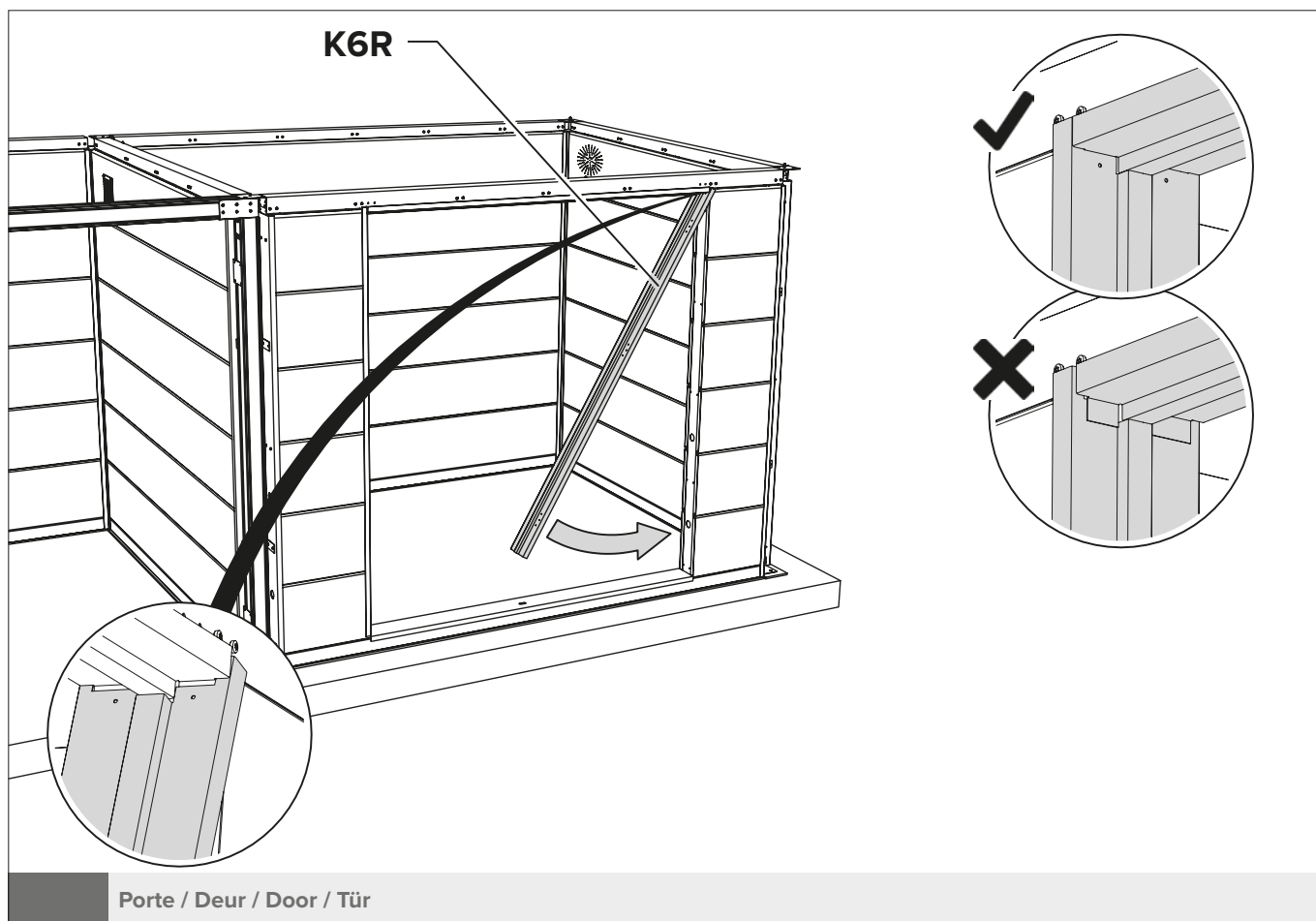


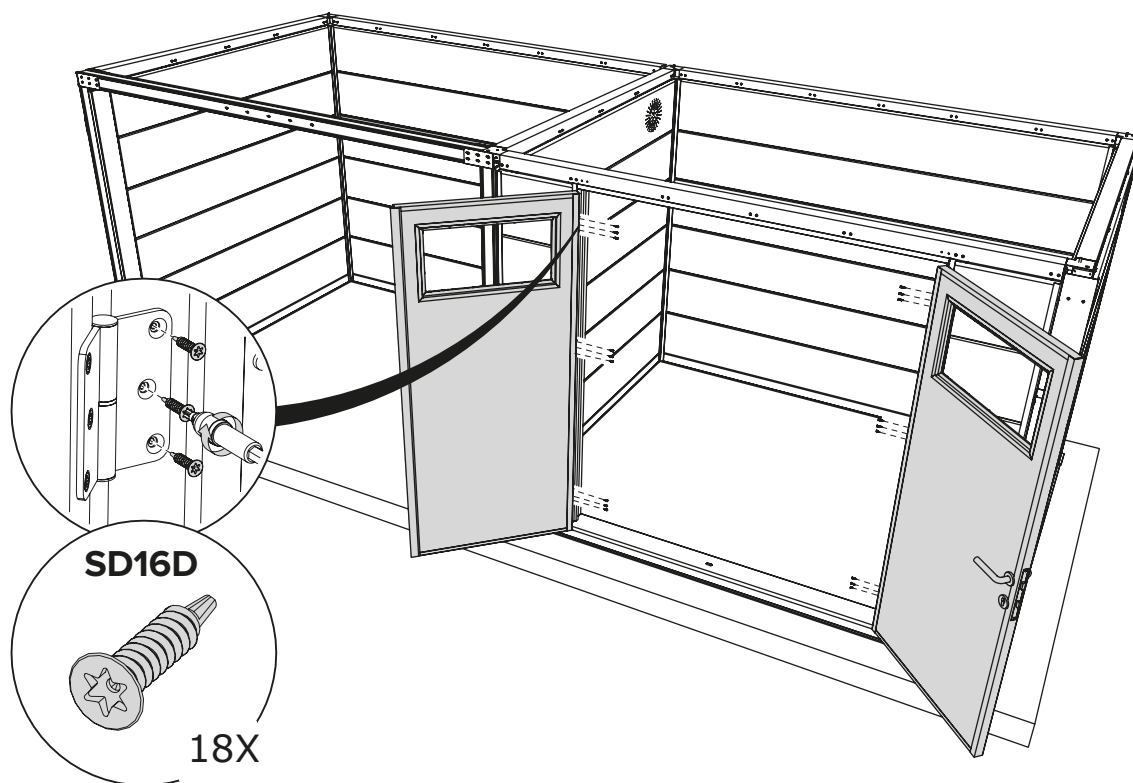
Porte / Deur / Door / T r



Porte / Deur / Door / T r



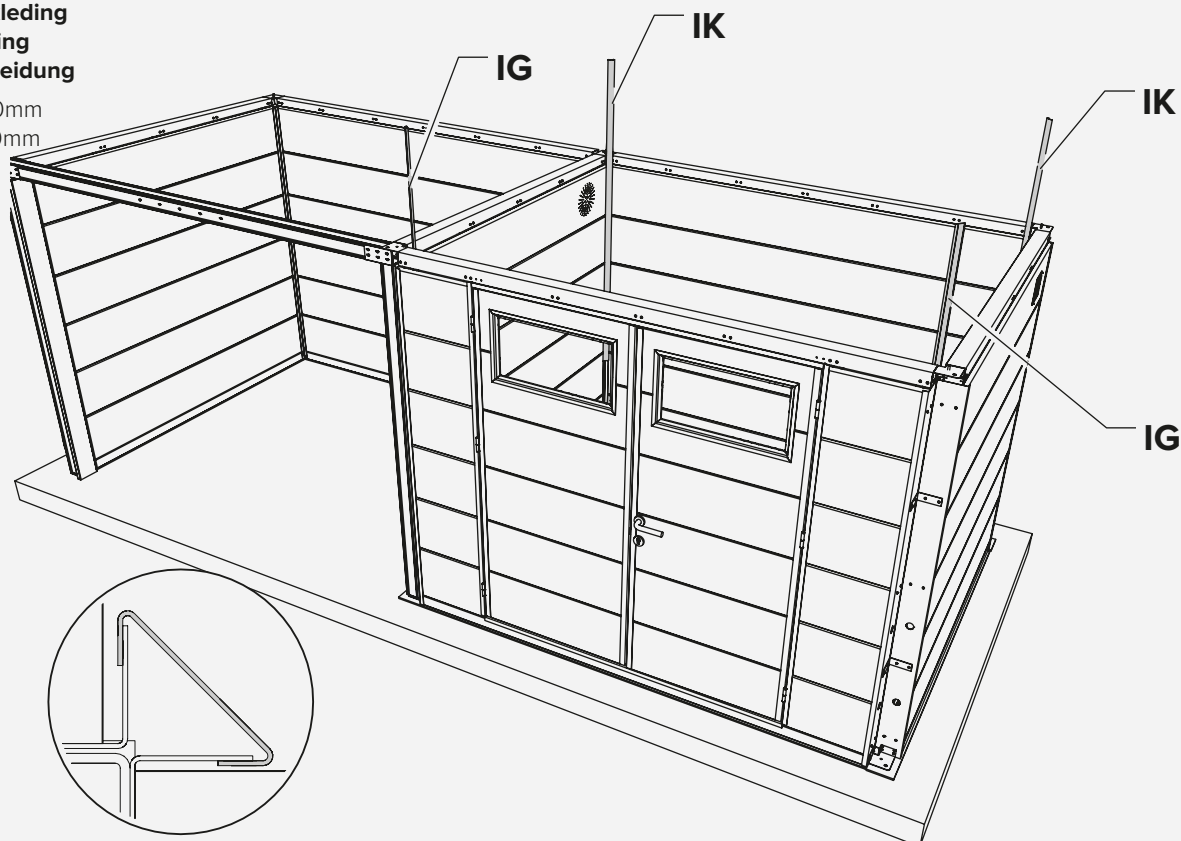




Porte / Deur / Door / Tür

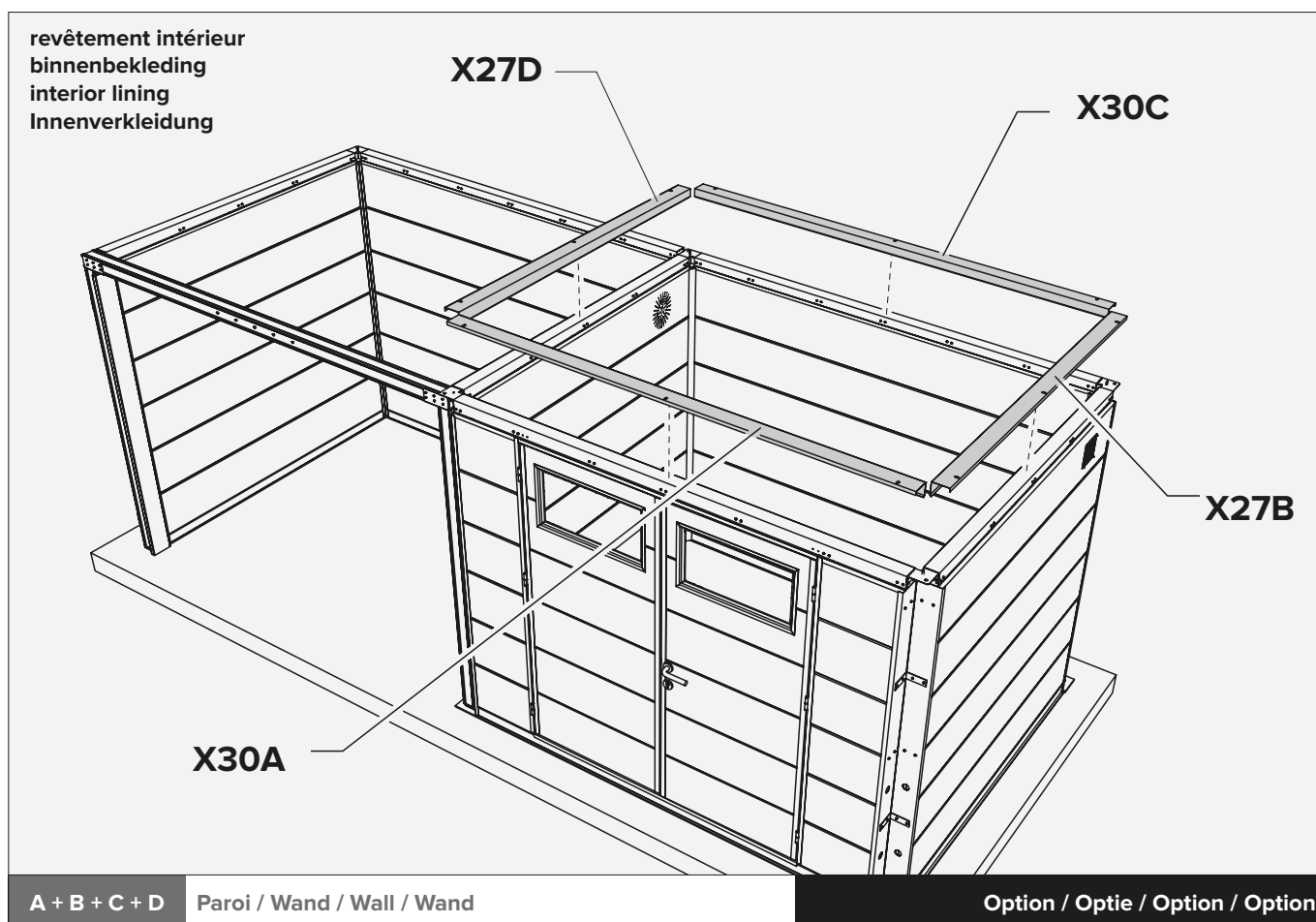
revêtement intérieur  
binnenbekleding  
interior lining  
Innenverkleidung

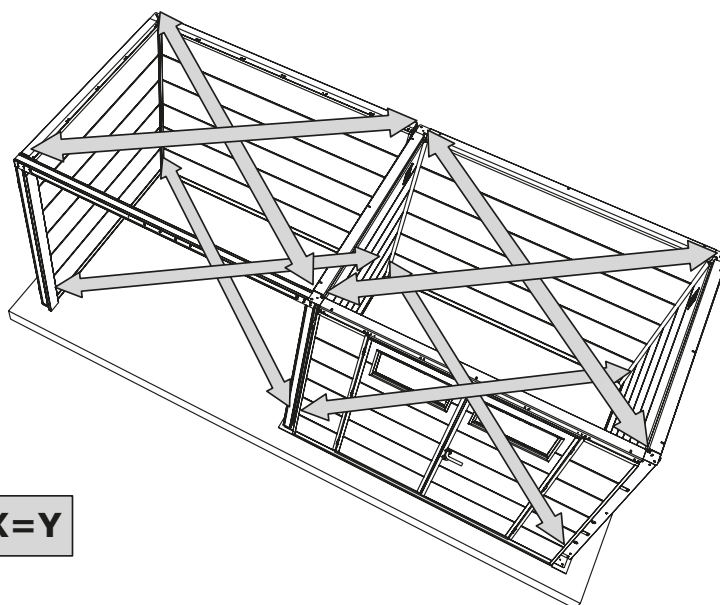
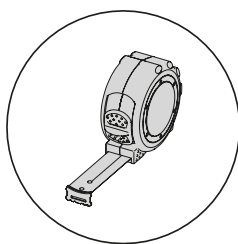
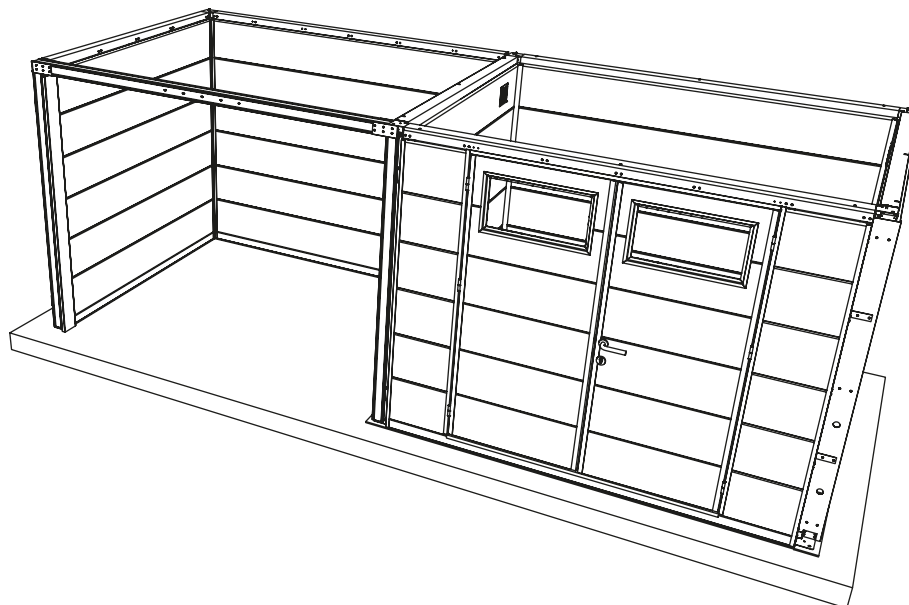
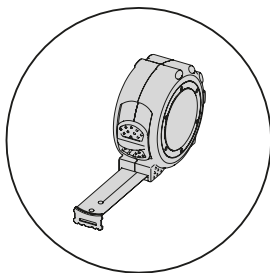
IG = 2.090mm  
IK = 2.070mm



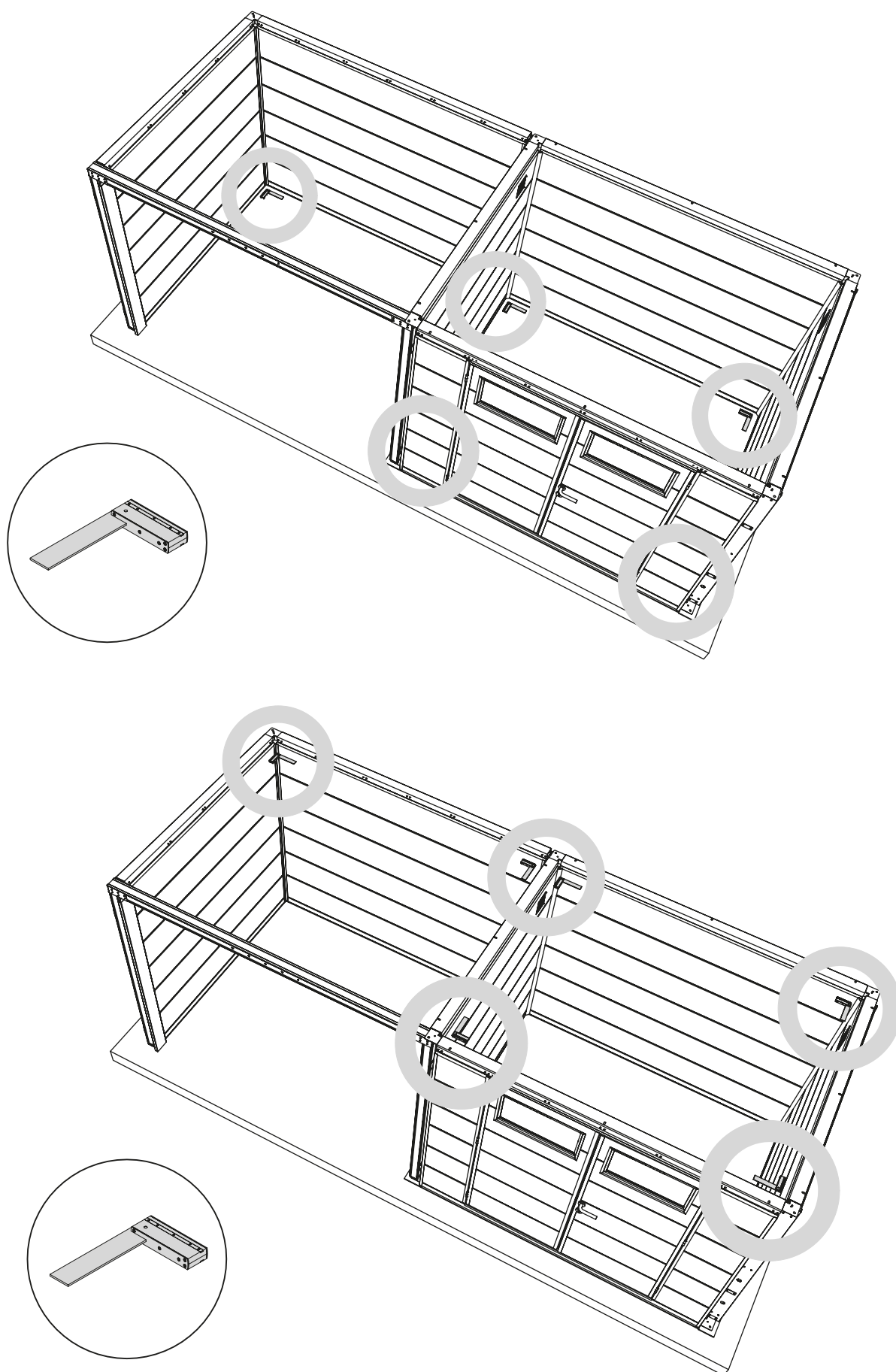
**A + B + C + D** Paroi / Wand / Wall / Wand

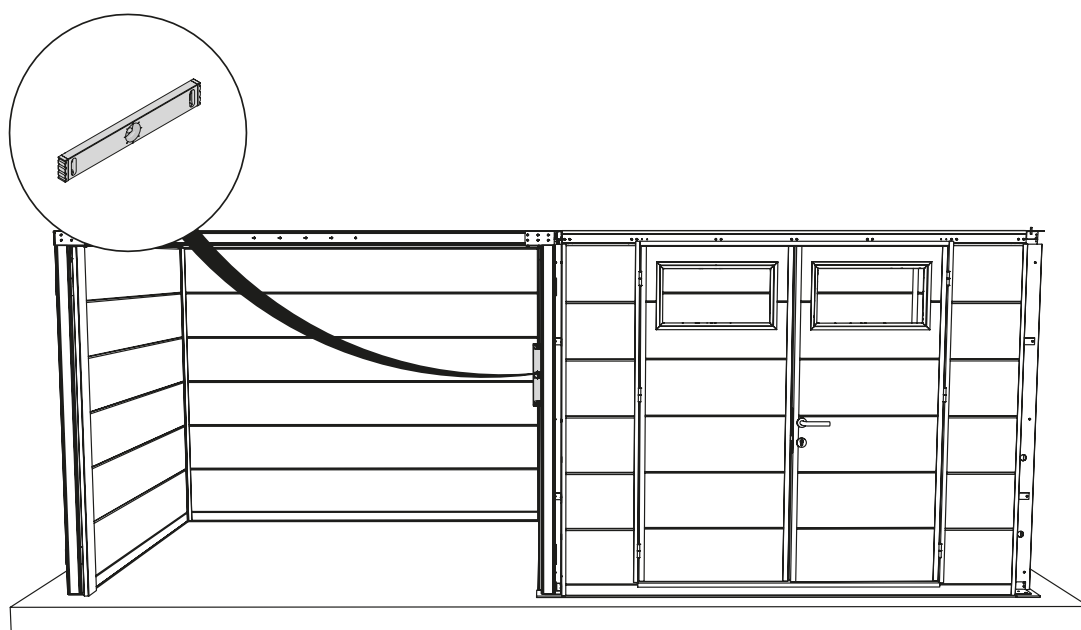
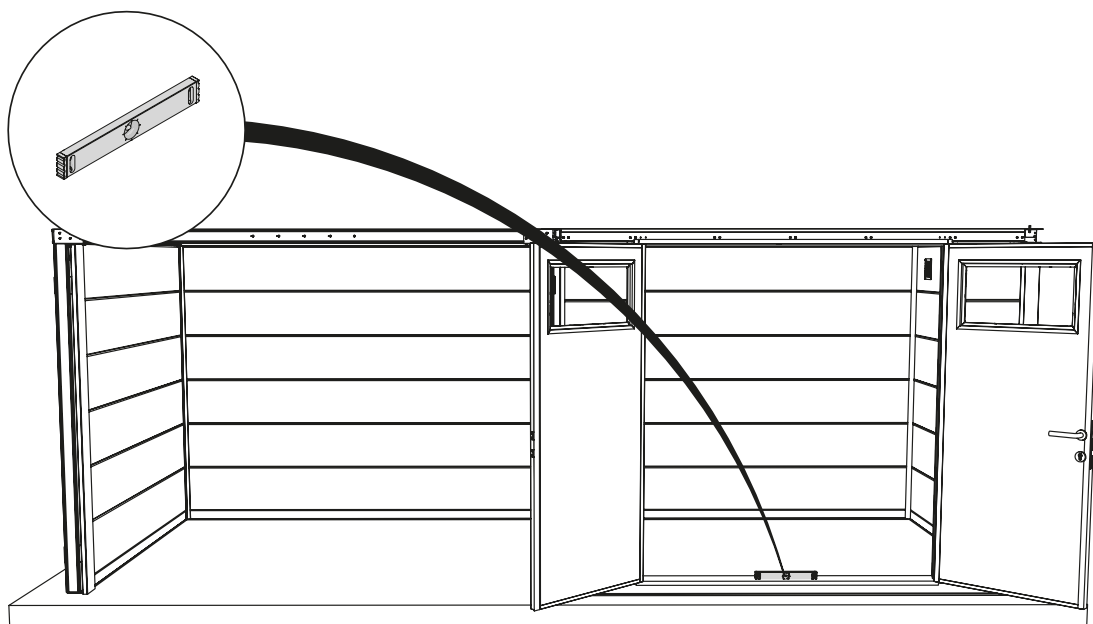
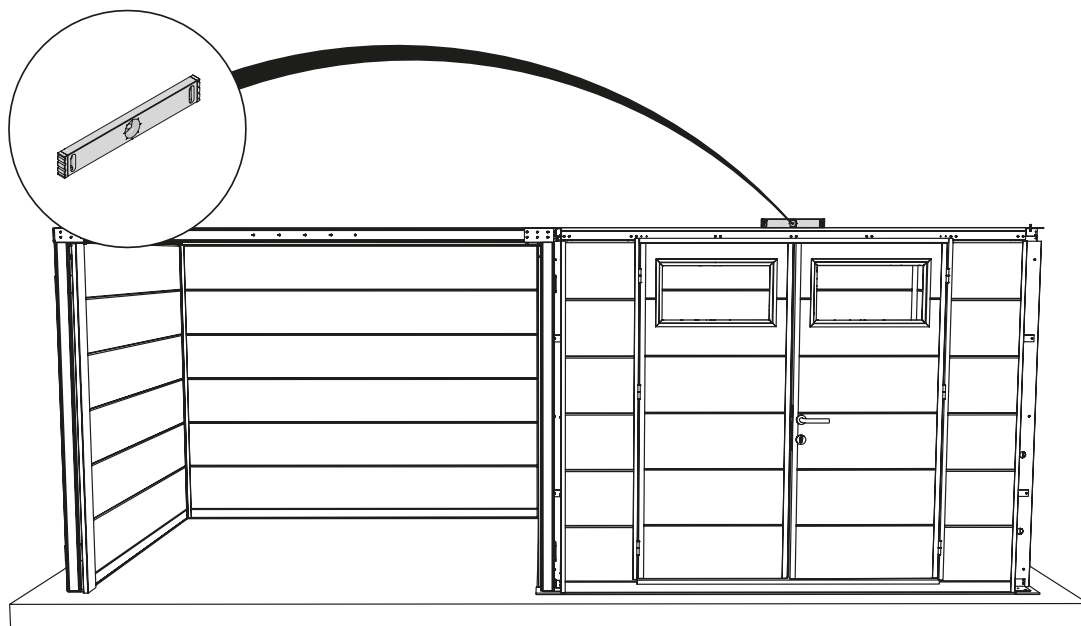
Option / Optie / Option / Option



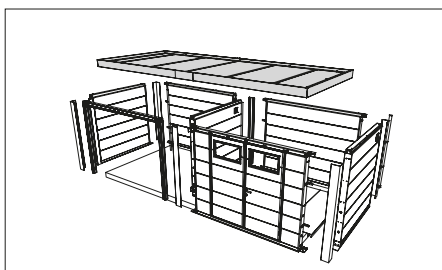
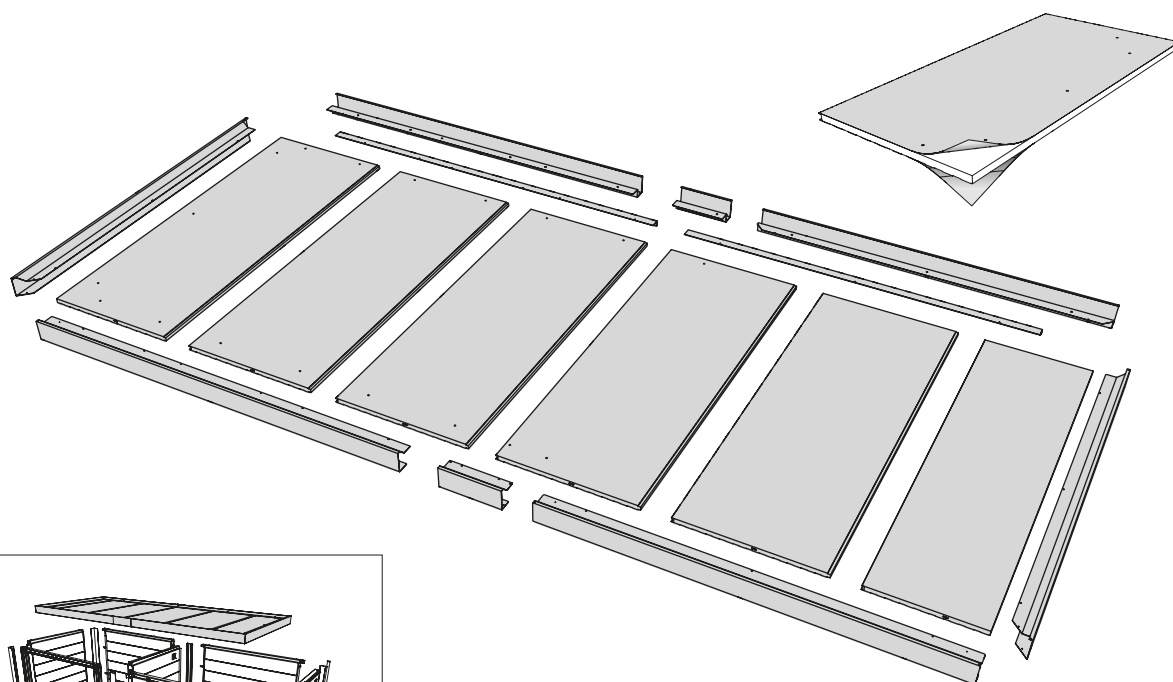


**X=Y**

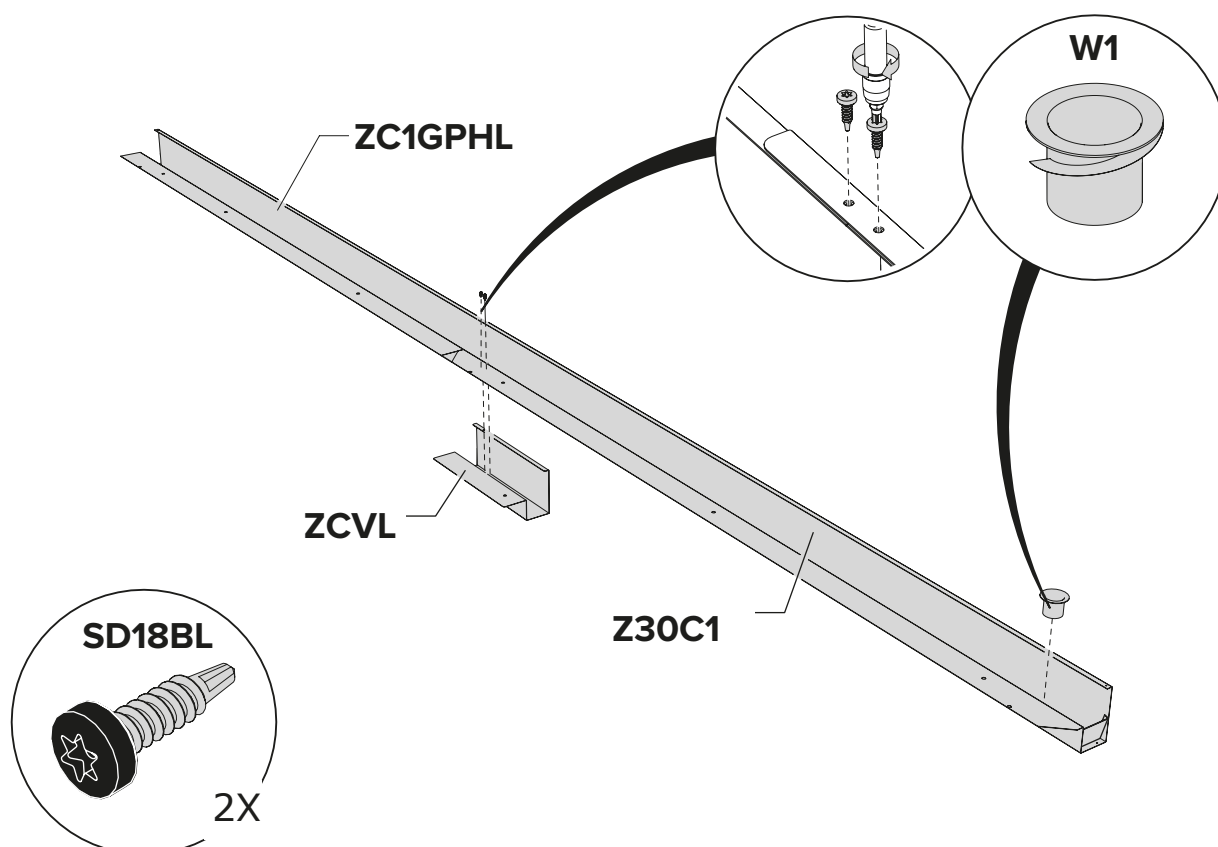




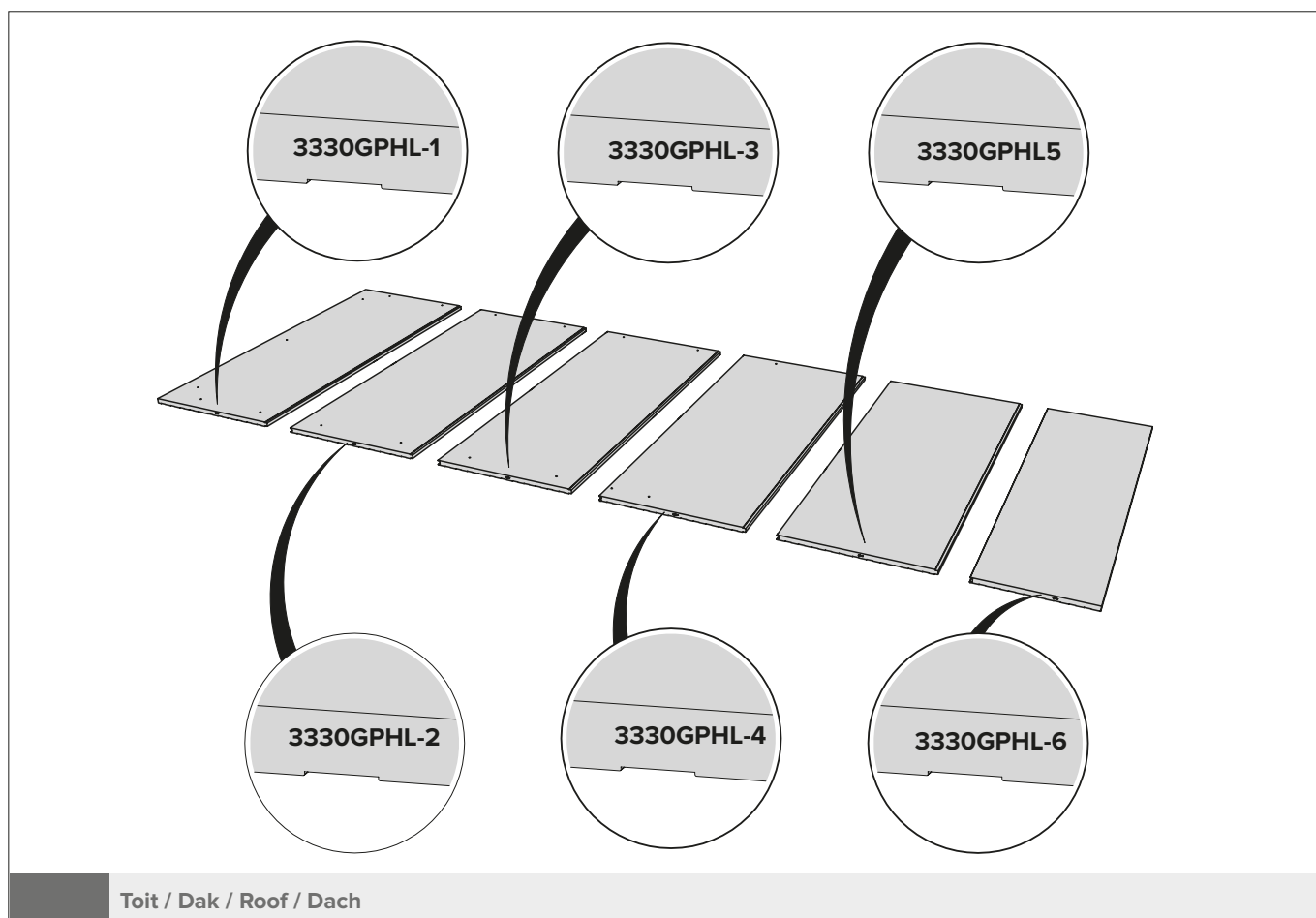
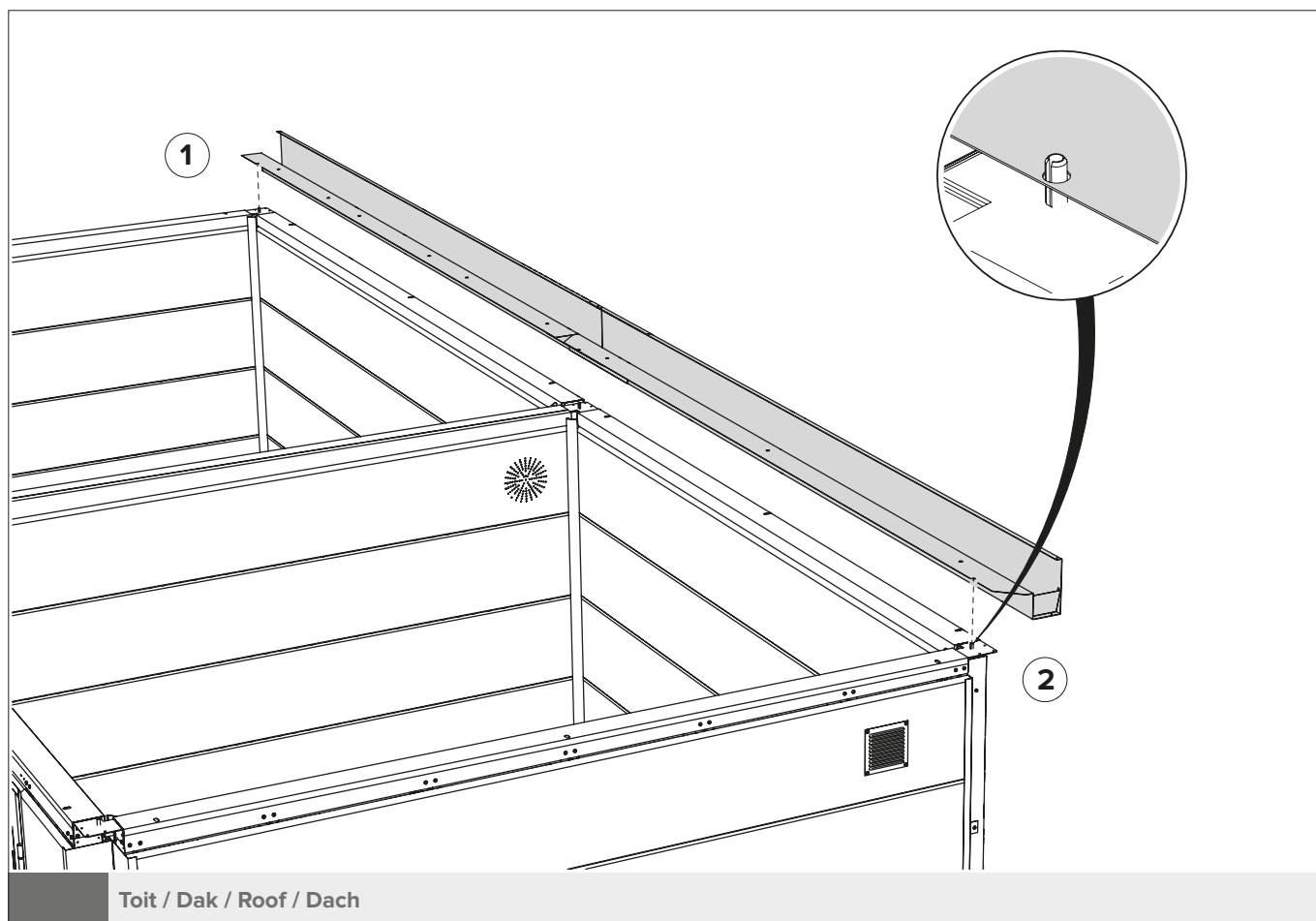
Retirer le film / Verwijder folie / Remove foil / Folie entfernen

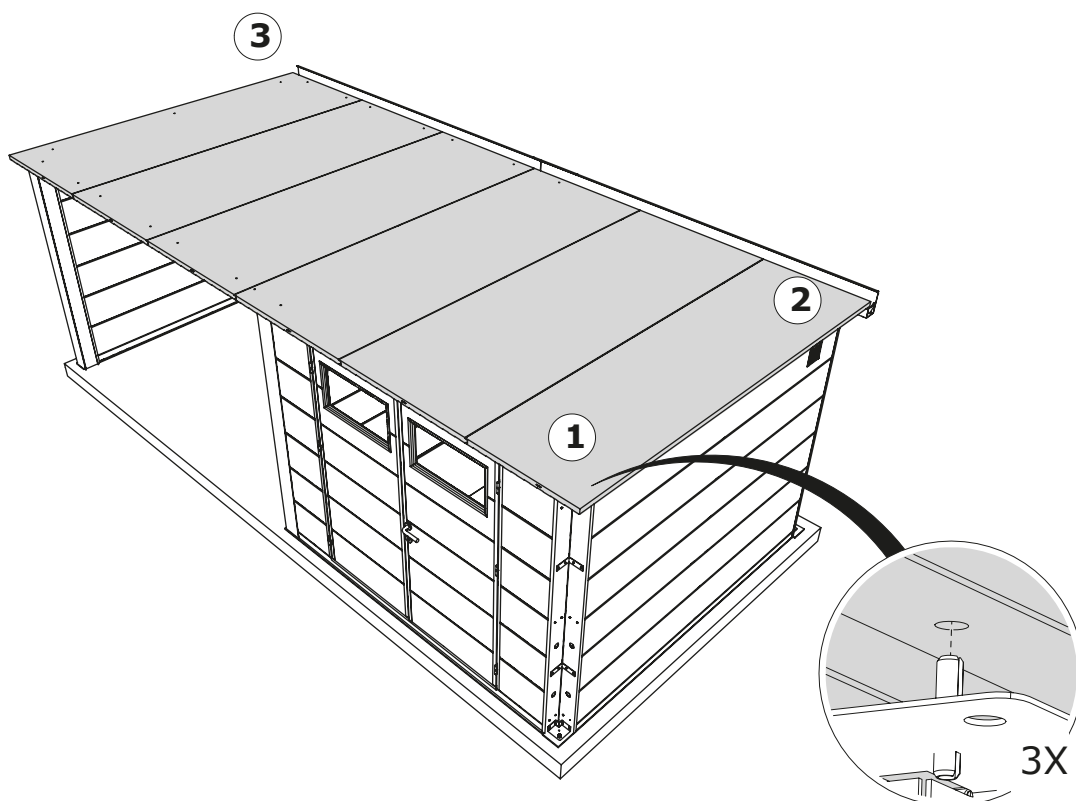


Toit / Dak / Roof / Dach

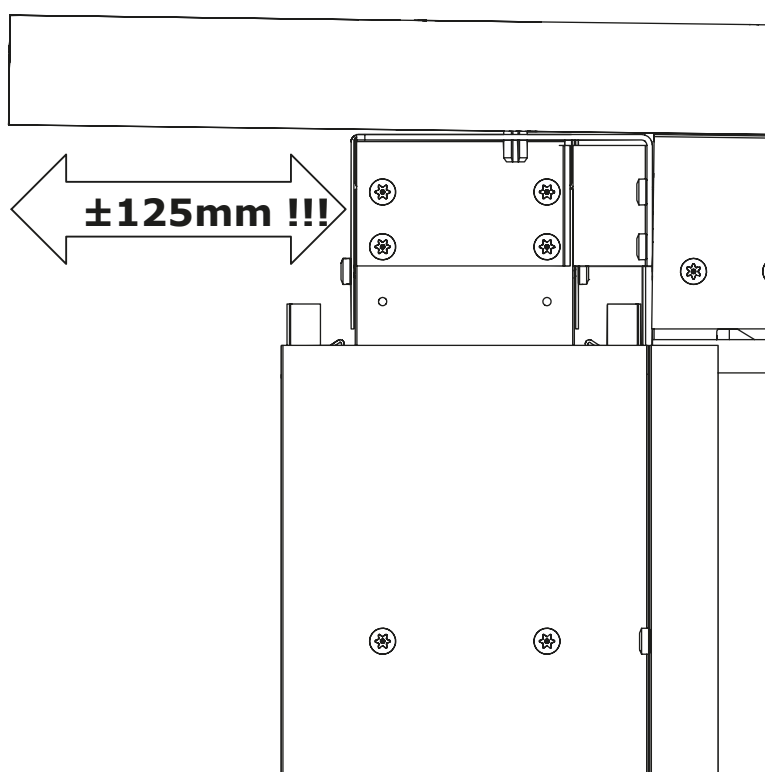
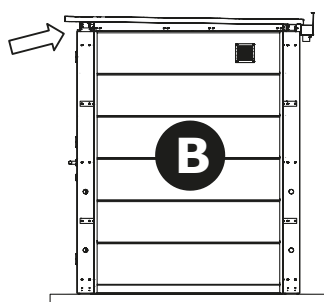
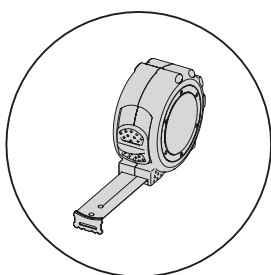


Toit / Dak / Roof / Dach

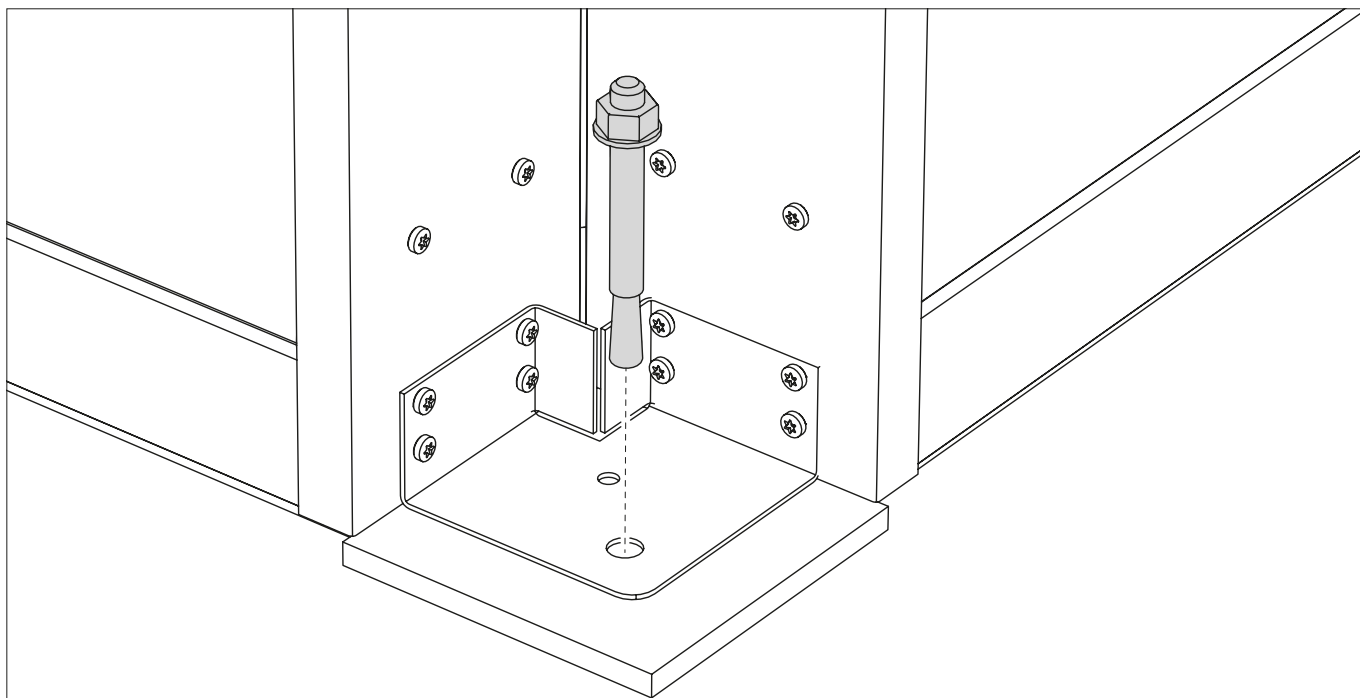




Toit / Dak / Roof / Dach

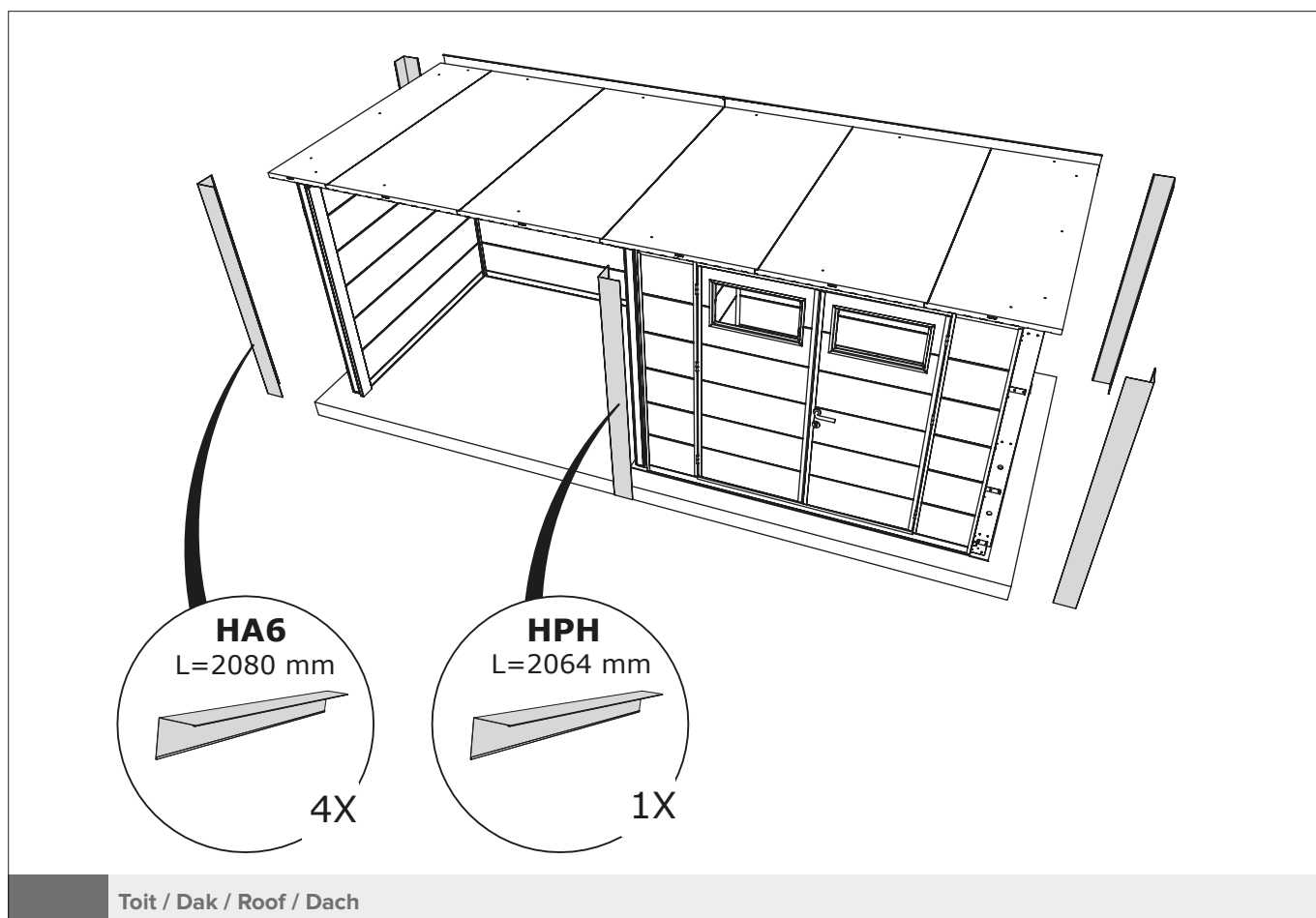


Toit / Dak / Roof / Dach

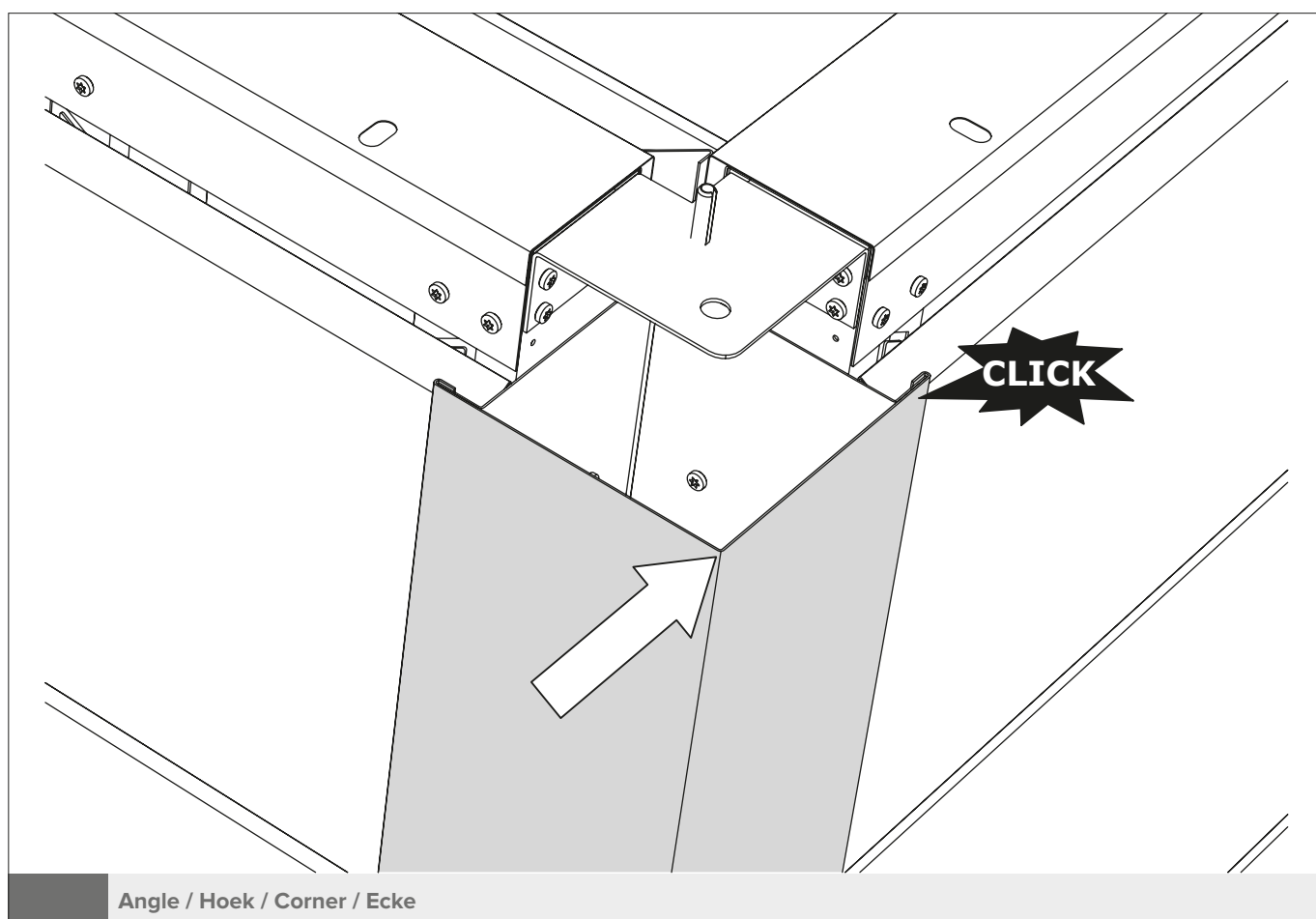
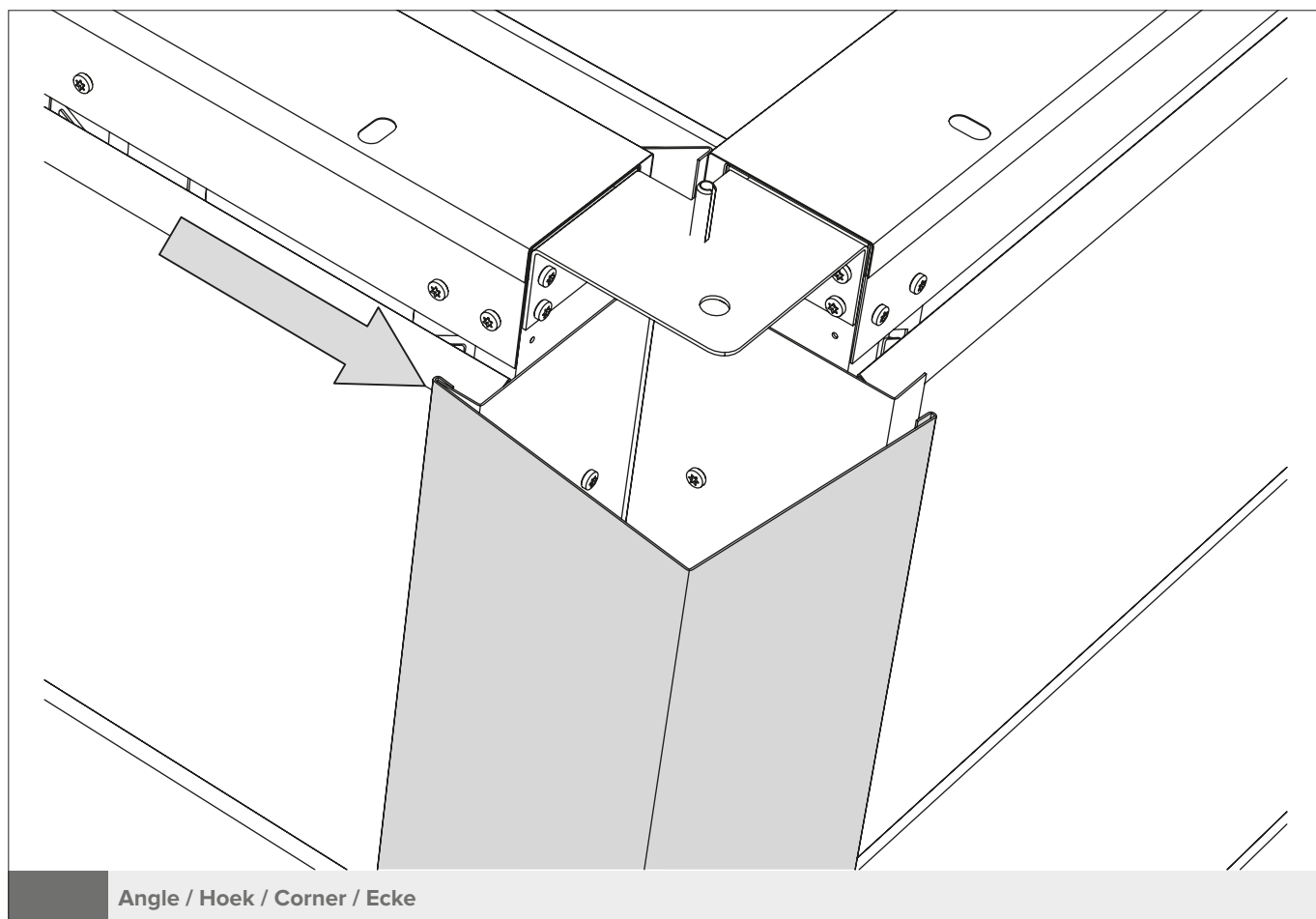


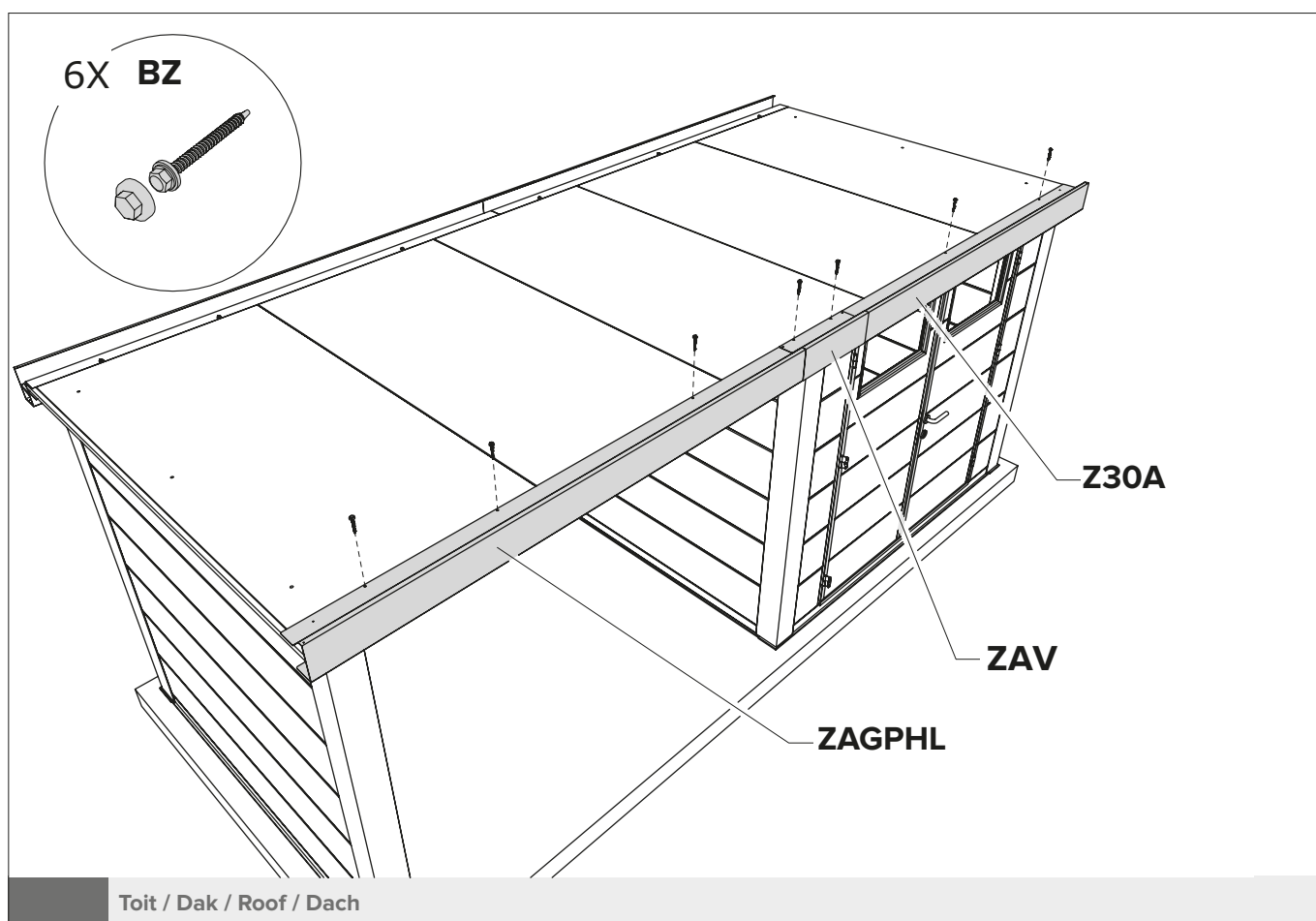
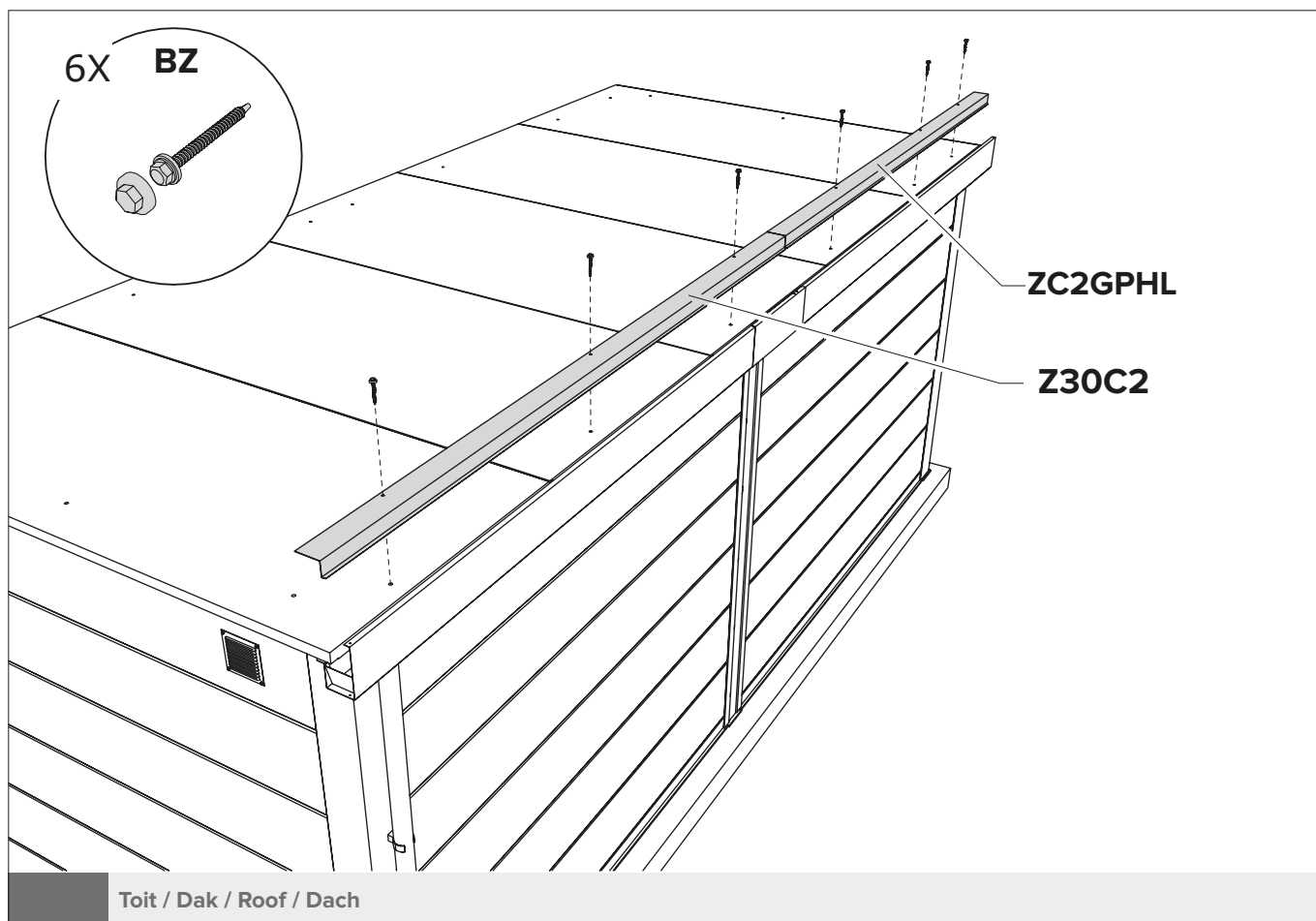
Exemple donné pour un sous-sol en béton. Fixer l'abri de jardin dans les règles de l'art.  
 Voorbeeld is voor beton-ondergrond. Tuinhuisje fixeren volgens de regels van de kunst.  
 Example is for concrete substrate. Fix the garden shed in accordance with good practise.  
 Beispiel ist für Betonuntergrund. Fachgerechte Befestigung des Gartenhäuschens.

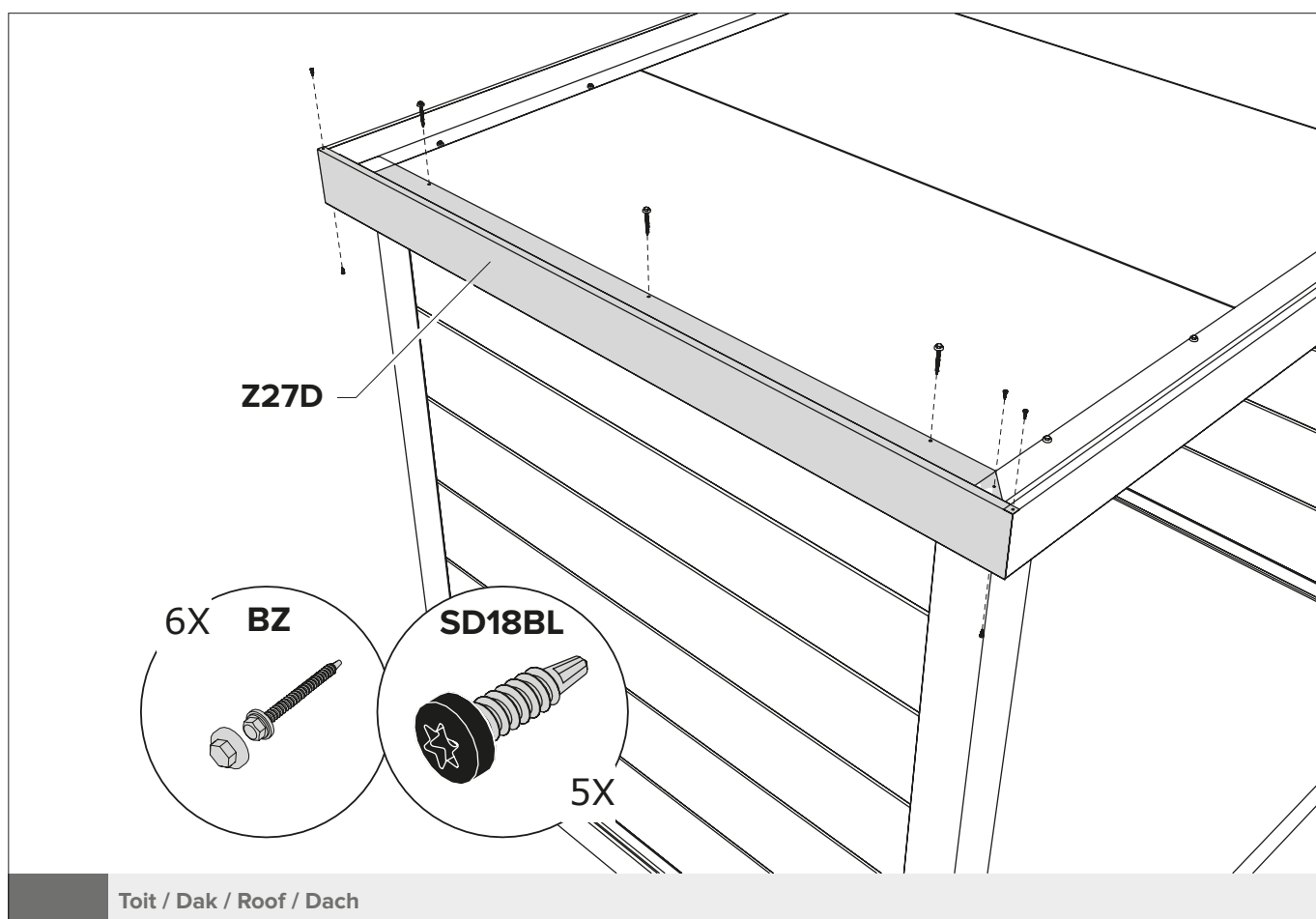
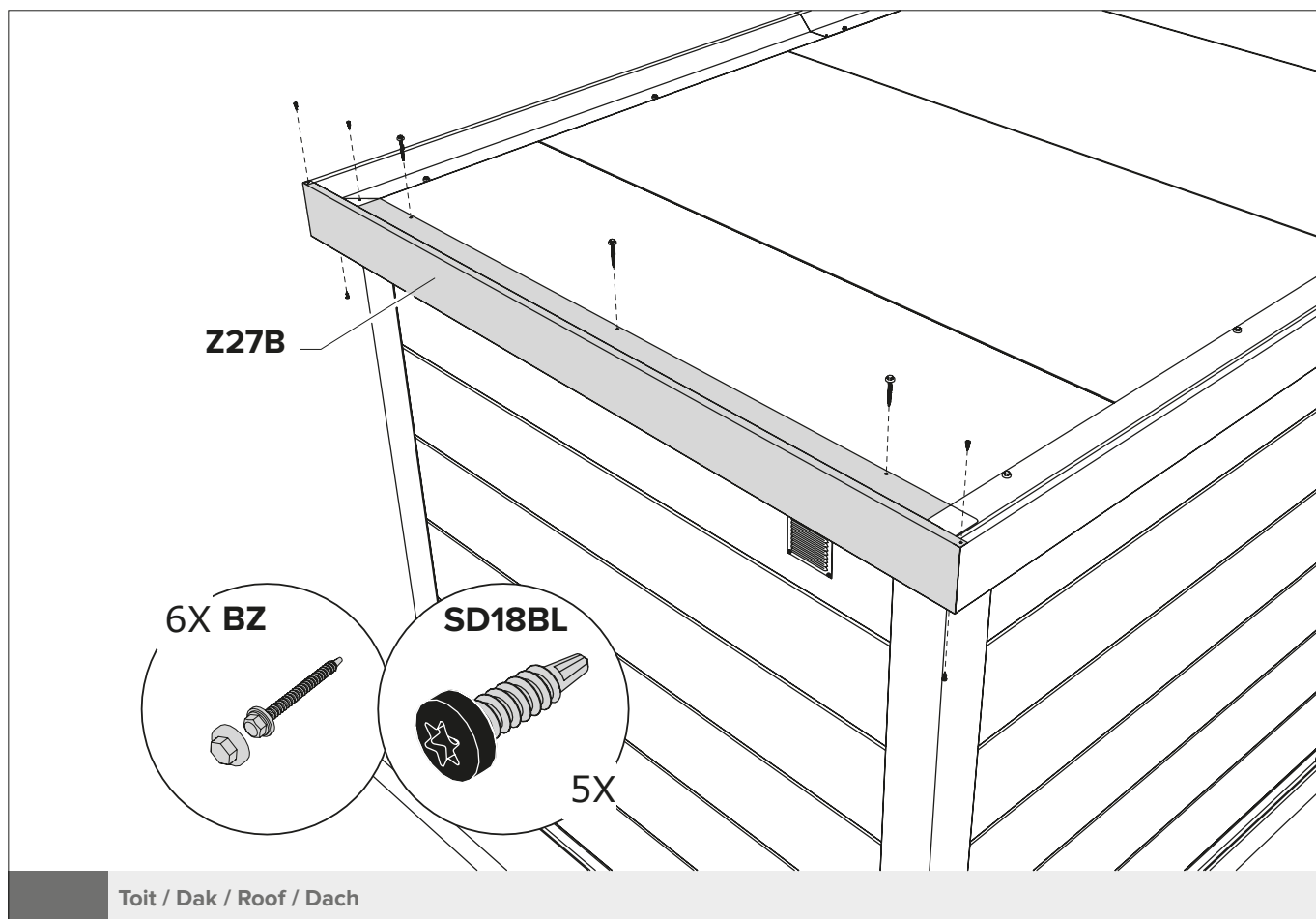
**Ancrage / Verankering / Anchoring / Verankerung**



**Toit / Dak / Roof / Dach**







**Préparation du ruban auto-adhésif:**

1. Bien nettoyer la surface afin qu'il n'y ai ni poussière, ni humidité.
2. Chauffer la surface dans le cas d'une température extérieure  $<10^{\circ}\text{C}$ .

**Vorbereiding zelfklevende tape:**

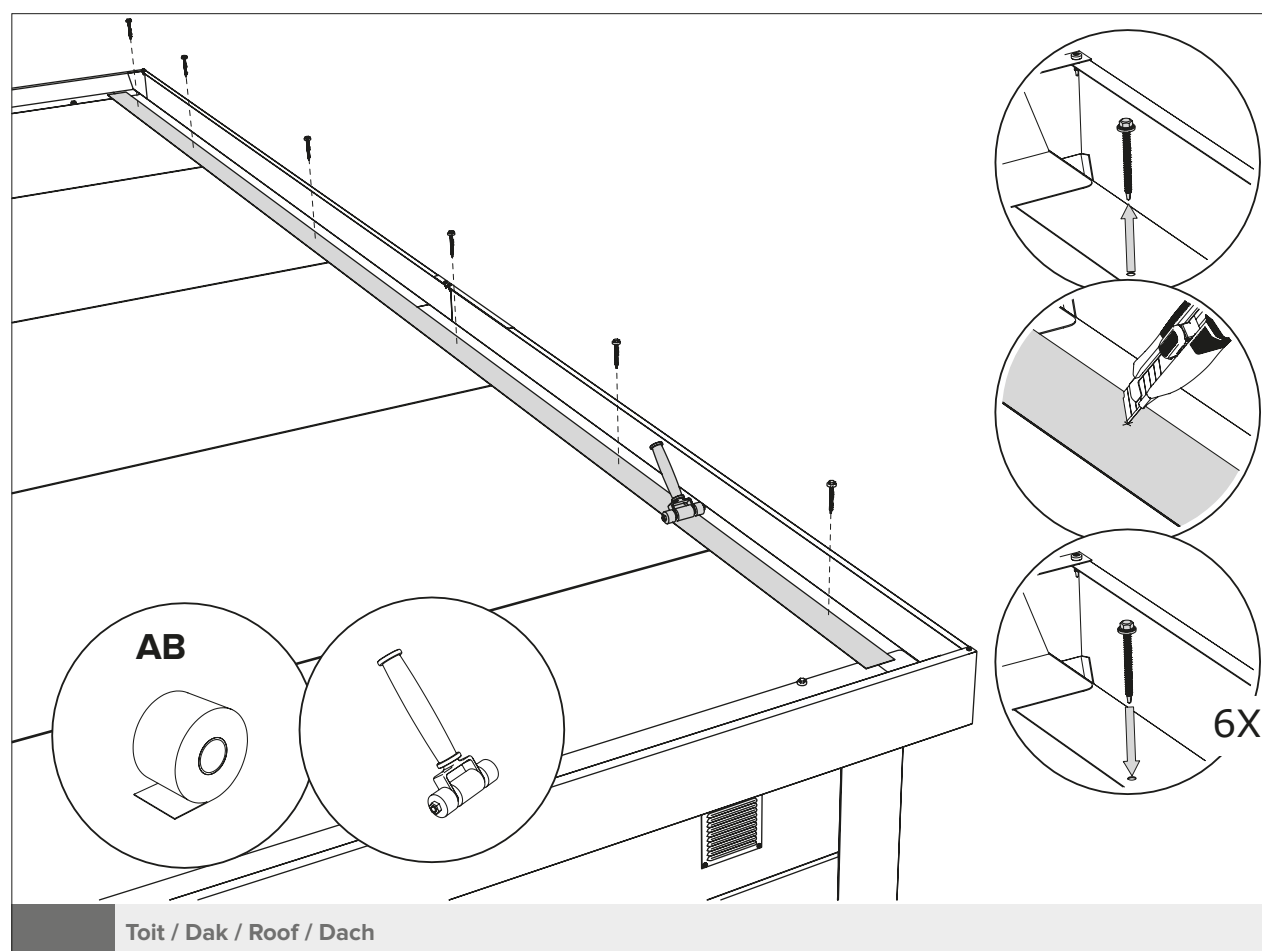
1. Oppervlak stof- en vochtvrij maken”.
2. Bij  $<10^{\circ}\text{C}$  is opwarmen ondergrond d.m.v. warmtepistool (Föhn) vereist”.

**Preparation of self-adhesive tape:**

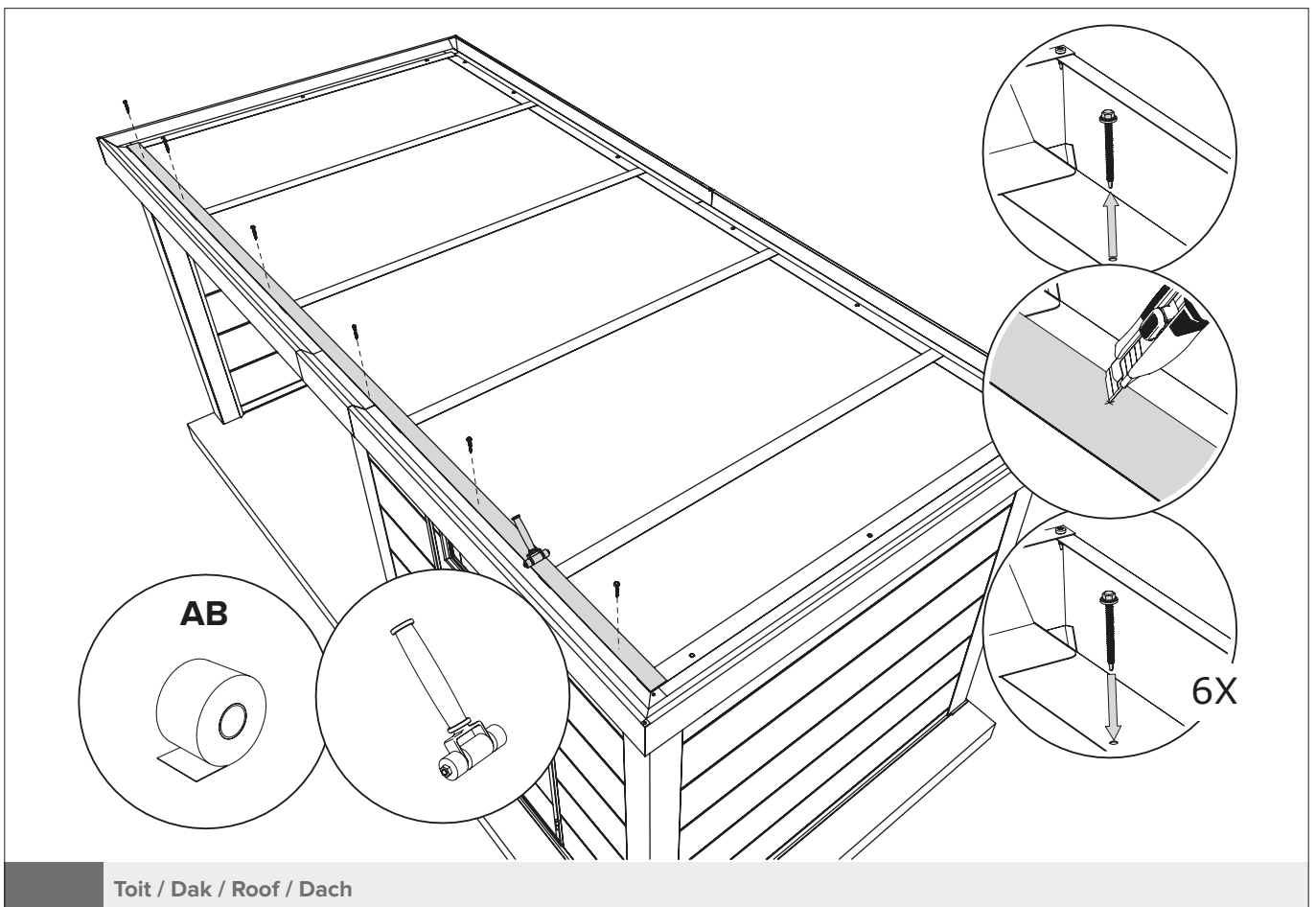
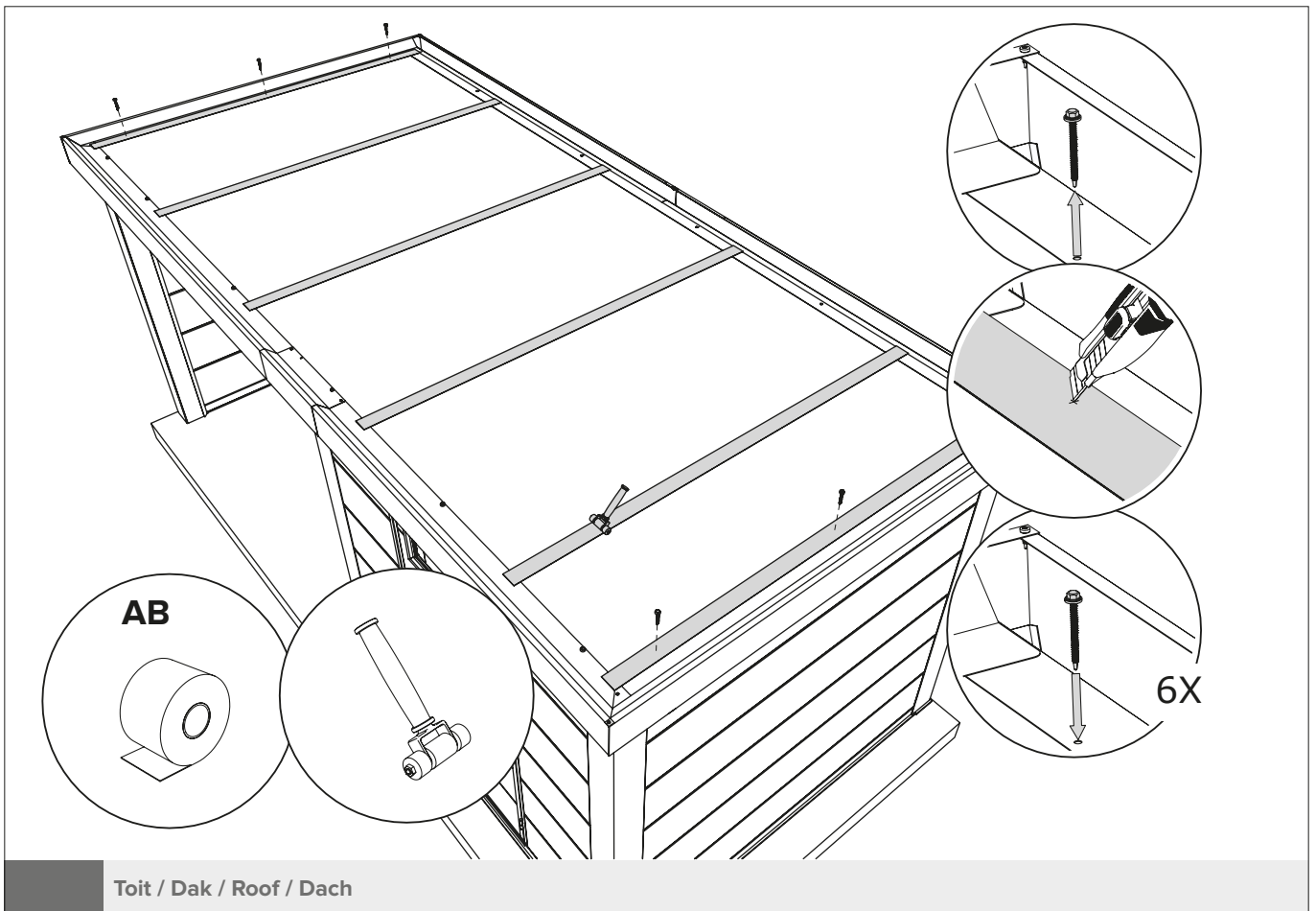
1. Make the surface dust-free and moisture-free.
2. Heat up the surface in case of  $<10^{\circ}\text{C}$  outside temperature.

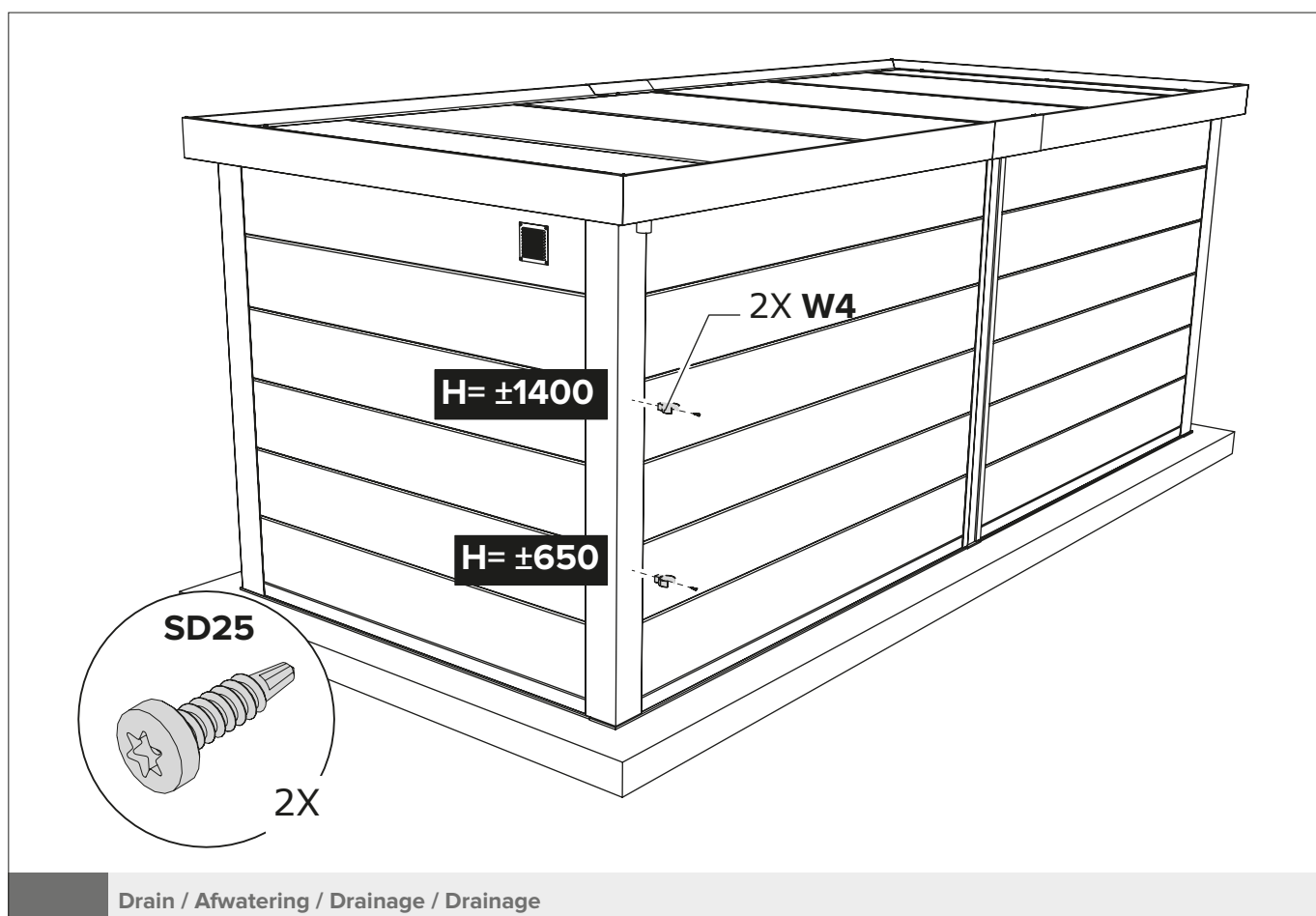
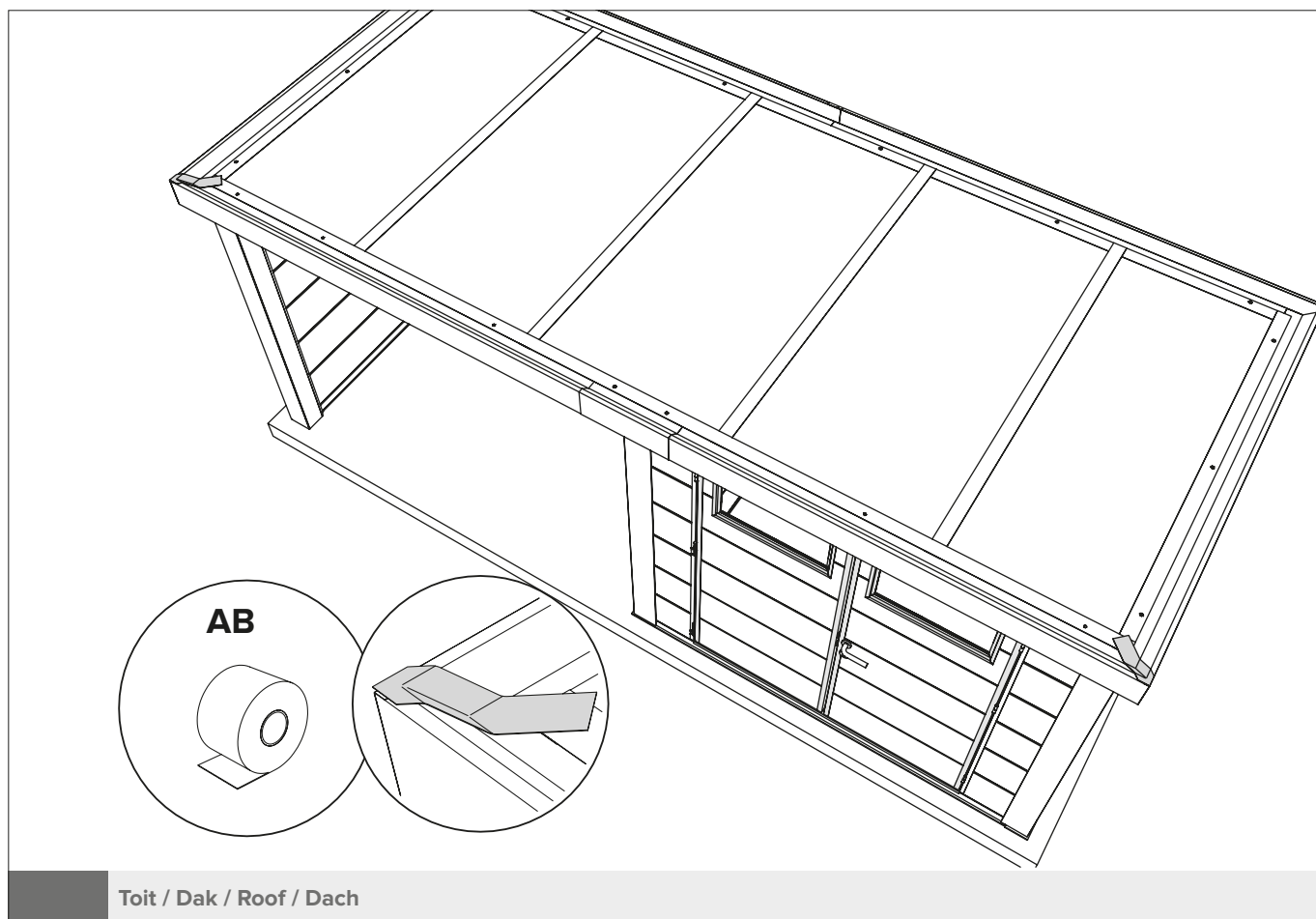
**Vorbereitung des Klebandes:**

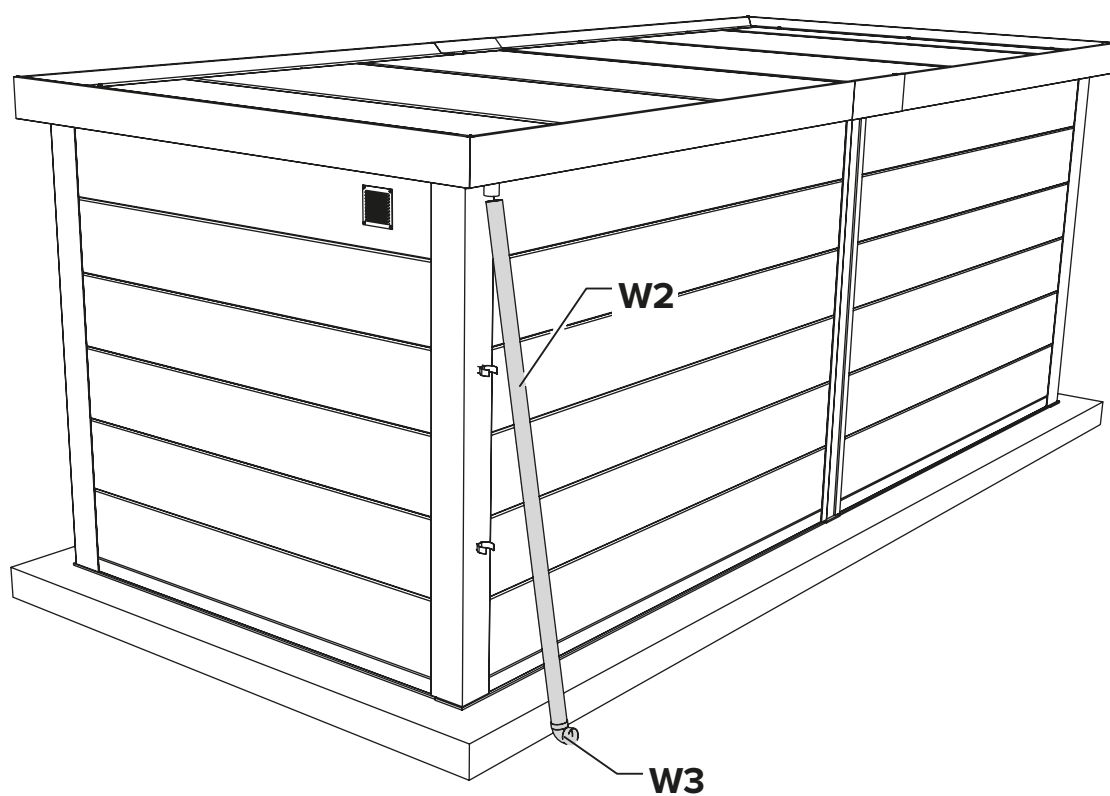
1. Machen Sie die Oberfläche staubfrei und feuchtigkeitsfrei.
2. Erwärmen Sie die Oberfläche bei einer Außentemperatur von  $<10^{\circ}\text{C}$ .



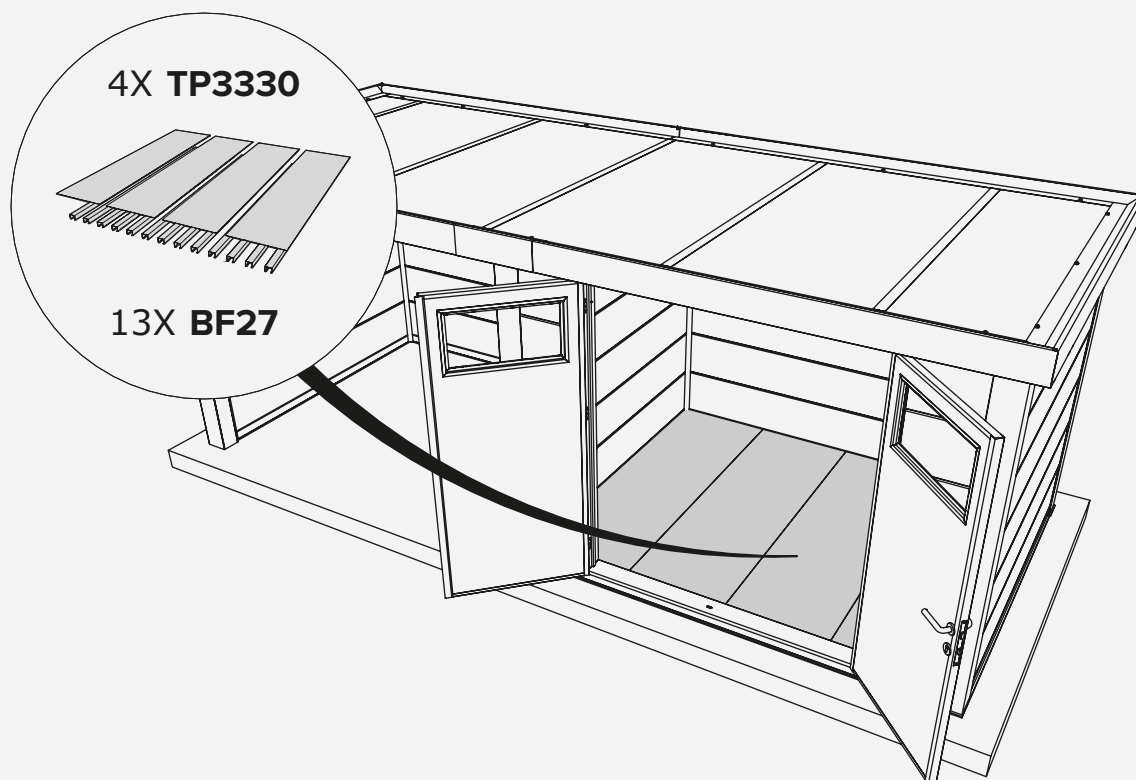
Toit / Dak / Roof / Dach





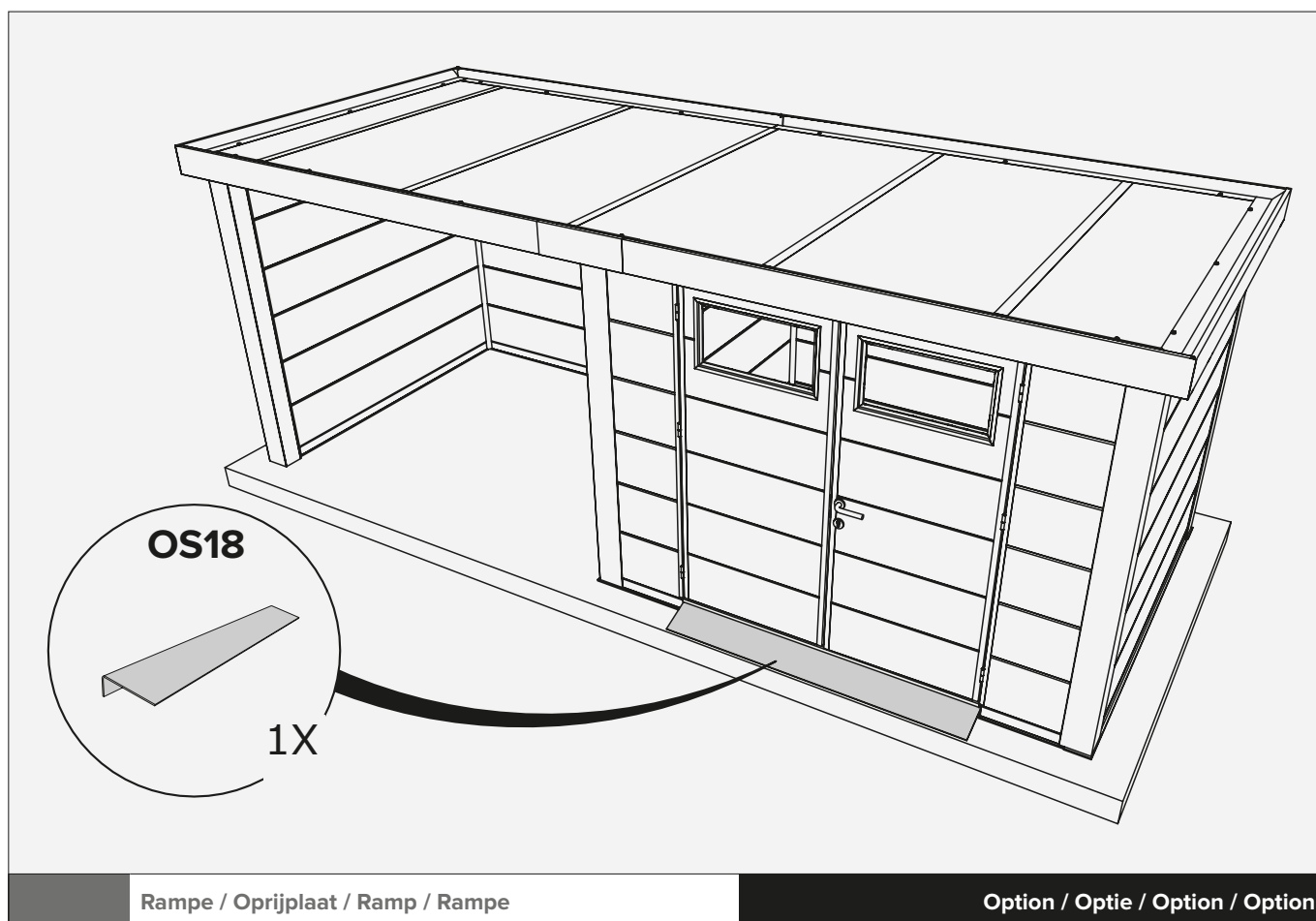


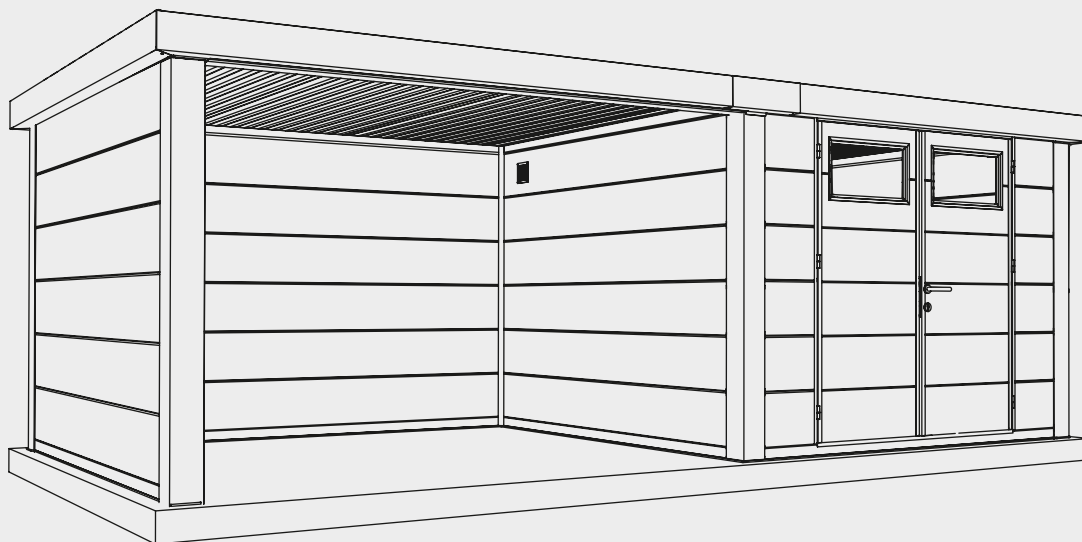
Drain / Afwatering / Drainage / Drainage



Sol / Vloer / Floor / Boden

Option / Optie / Option / Option





#### **Merci de respecter l'environnement !**

Pour une élimination correcte des déchets, il faut trier les différents matériaux conformément à la législation en vigueur.  
Droits d'auteur Telluria. Tous droits réservés. Aucun élément de la présente publication ne peut être reproduit ou diffusé sans l'autorisation écrite de Telluria. Les informations figurant dans la présente publication sont, pour des raisons techniques et/ou commerciales, sujettes à modification sans avis préalable.  
Telluria ne peut être tenue pour responsable des éventuels oublis et erreurs de la présente publication.

#### **Draag zorg voor het milieu!**

Voor een correcte afvalverwijdering moeten de verschillende materialen volgens de toepasselijke regelgeving worden gescheiden.  
Auteursrechten Telluria. Alle rechten voorbehouden. Niets in deze publicatie mag worden gereproduceerd of verdeeld zonder de schriftelijke toestemming van Telluria.  
De gegevens in deze publicatie zijn, omwille van technische en/of commerciële redenen, onderhevig aan wijziging zonder voorafgaande kennisgeving.  
Telluria is niet verantwoordelijk voor eventuele vergissingen of onjuistheden in deze publicatie.

#### **Protect the environment!**

To ensure waste is disposed of correctly, the different materials must be separated according to the applicable regulations.  
Copyright Telluria. All rights reserved. Nothing in this publication may be reproduced or distributed without written permission from Telluria. The information in this publication is subject to change for technical and/or commercial reasons at any time and without notice.  
Telluria is not responsible for any errors or inaccuracies in this publication.

#### **Achten Sie auf die Umwelt!**

Um eine ordnungsgemäße Entsorgung zu gewährleisten, müssen die verschiedenen Materialien entsprechend den geltenden Vorschriften getrennt werden.  
Copyright Telluria. Alle Rechte vorbehalten. Kein Teil dieser Publikation darf ohne schriftliche Genehmigung von Telluria vervielfältigt oder verbreitet werden.  
Aus technischen und/oder kommerziellen Gründen können sich die in dieser Publikation enthaltenen Informationen ohne vorherige Ankündigung ändern.  
Telluria ist nicht verantwortlich für Fehler oder Ungenauigkeiten in dieser Publikation.

[illegible]

[illegible]

# Serviceleitfaden

## Wir legen großen Wert auf die Qualität unserer Produkte.

**Sollte es dennoch zu einer Beanstandung kommen, beachten Sie bitte folgende Hinweise:**

### Anlieferung

Sollten Sie bei der Anlieferung erkennbare Beschädigungen feststellen, halten Sie diese bitte per Fotonachweis fest und lassen sich diese zwingend von dem Anlieferungsfahrer auf dem Frachtbrief/Lieferschein dokumentieren. Kommt erst beim Öffnen des Paketes beschädigte Ware zum Vorschein, erstellen Sie bitte ebenfalls einen Fotonachweis. Die Fotonachweise fügen Sie bitte der Meldung Ihrer Beanstandung bei.

### Meldung Ihrer Beanstandung

Reichen Sie Ihre Beanstandung zwingend über unser digitales Beanstandungsformular ein. Dieses finden Sie im Bereich Service auf unserer Webseite unter <https://www.finnhaus-wolff.de/service/garantie-service>.

### Folgende Kriterien werden dort abgefragt:

- Auftragsnummer, Lieferscheinnummer oder Rechnungsnummer von Finnhaus Wolff
- Hauskontrollnummer – zu finden an der Verpackung und /oder in den Unterlagen, die dem Paket beiliegen. Anhand dieser Nummer ist uns eine eindeutige Zuordnung möglich.
- Teileliste – bitte markieren Sie die Positionen, die dem defekten / fehlenden Teil des Artikels entspricht. Bitte geben Sie dort auch die Stückzahl der benötigten Teile an.

Fügen Sie diese kommentierte Teileliste sowie die Hauskontrollnummer Ihrer Beanstandung hinzu. Unser Service-Team kümmert sich umgehend um Ihr Anliegen.

### Sie haben noch Fragen zum Einreichen Ihrer Beanstandung oder eine Frage zu Ihrem Finnhaus-Produkt?

Häufig gestellte Fragen sowie umfangreiche Informationen zum Umgang mit einer Beanstandung finden Sie im Helpcenter auf unserer Webseite unter <https://support.finnhaus.de/hc/de>.

**Herzlichen Dank für Ihre Unterstützung!**