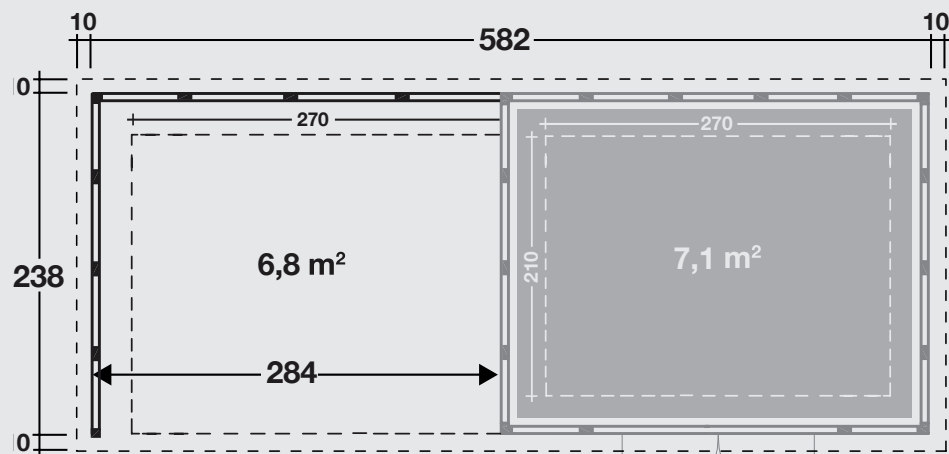


# Art.-Nr. 440 796, 440 797, 440 798



Projet numéro / Project number / 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

Zubehör



Fußboden



Innenwand: Innenwandpaket während des Hausaufbaus montieren. Nicht im Nachhinein montierbar!



Lochblech



Bodenschwelle / Rampe

**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.



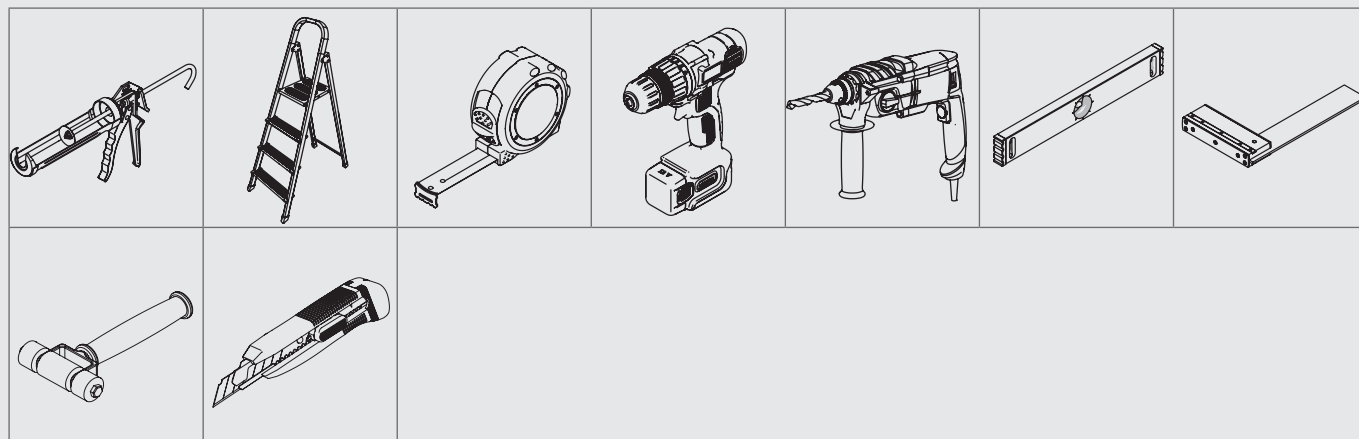
L'utilisation d'un casque de protection est obligatoire.

Het gebruik van een veiligheidshelm is verplicht.

The use of a hard hat is mandatory.

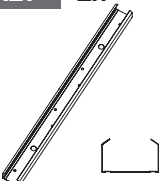
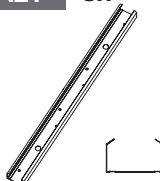
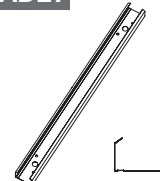
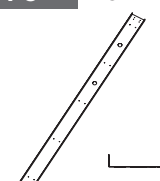
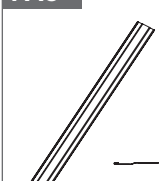
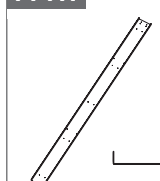
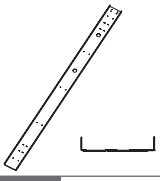
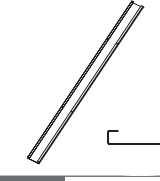
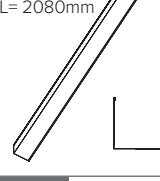
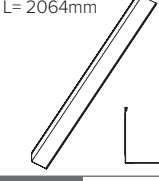
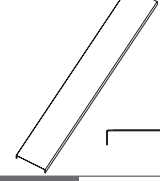
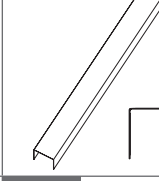
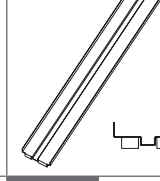
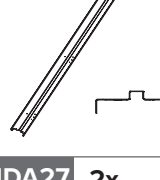
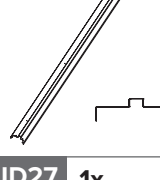
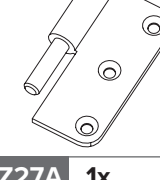
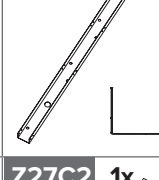
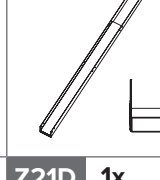
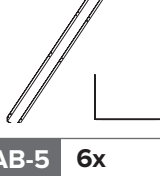
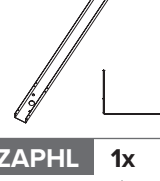
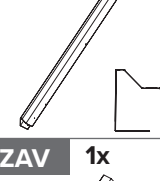
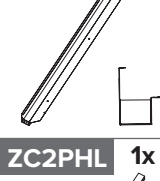
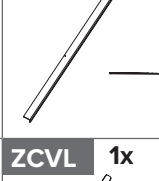
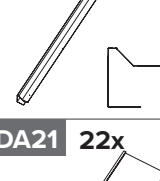
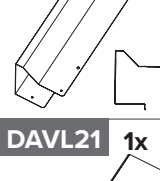
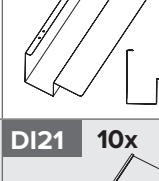
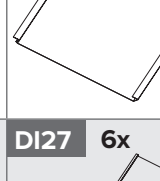
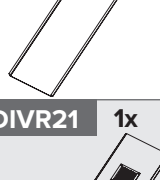
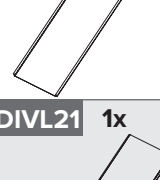
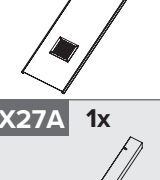
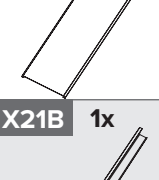
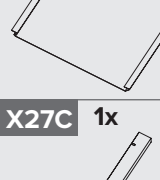
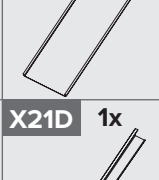
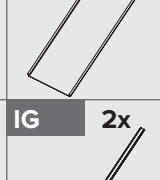
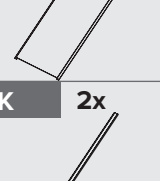
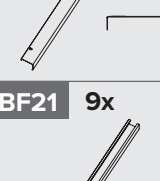
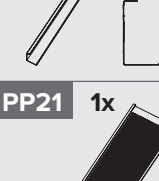
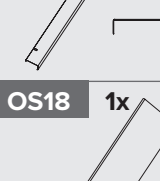
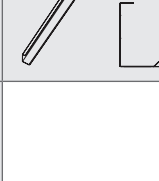
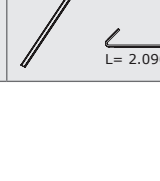
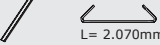
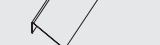
Das Tragen eines Sicherheitshelms ist Pflicht.

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





## Liste des composants / Stukslijst / Partslist / Teileliste

|                                                                                                                   |                                                                                                         |                                                                                                                 |                                                                                                                 |                                                                                                          |                                                                                                          |                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>A27</b> 2x<br>                | <b>A21</b> 3x<br>      | <b>AD27</b> 1x<br>             | <b>B6</b> 33x<br>              | <b>F6</b> 10x<br>      | <b>FA6</b> 1x<br>     | <b>FPH1</b> 1x<br>               |
| <b>FPH2</b> 2x<br>               | <b>FTPPH</b> 1x<br>    | <b>HA6</b> 4x<br>L= 2080mm<br> | <b>HPH</b> 1x<br>L= 2064mm<br> | <b>FD18</b> 1x<br>     | <b>UD18</b> 1x<br>    | <b>KT18</b> 1x<br>               |
| <b>K6R</b> 1x<br>               | <b>K6LD</b> 1x<br>    | <b>K6S</b> 6x<br>             | <b>J27R</b> 1x<br>            | <b>J27</b> 2x<br>     | <b>J21</b> 3x<br>    | <b>J21S</b> 3x<br>              |
| <b>JDA27</b> 2x<br>            | <b>JD27</b> 1x<br>   | <b>Z27A</b> 1x<br>           | <b>Z21B</b> 1x<br>           | <b>Z27C1</b> 1x<br>  | <b>Z27C2</b> 1x<br> | <b>Z21D</b> 1x<br>             |
| <b>AB-5</b> 6x<br>             | <b>ZAPHL</b> 1x<br>  | <b>ZAV</b> 1x<br>            | <b>ZC1PHL</b> 1x<br>         | <b>ZC2PHL</b> 1x<br> | <b>ZCVL</b> 1x<br>  | <b>DA045</b> 12x<br>           |
| <b>DA27</b> 18x<br>            | <b>DA21</b> 22x<br>  | <b>DAVL21</b> 1x<br>         | <b>DAVR21</b> 1x<br>         | <b>DI045</b> 12x<br> | <b>DI21</b> 10x<br> | <b>DI27</b> 6x<br>             |
| <b>DIVR21</b> 1x<br>           | <b>DIVL21</b> 1x<br> | <b>X27A</b> 1x<br>           | <b>X21B</b> 1x<br>           | <b>X27C</b> 1x<br>   | <b>X21D</b> 1x<br>  | <b>IG</b> 2x<br><br>L= 2.090mm |
| <b>IK</b> 2x<br><br>L= 2.070mm | <b>TP3024</b> 4x<br> | <b>BF21</b> 9x<br>           | <b>PP21</b> 1x<br>           | <b>OS18</b> 1x<br>   |                                                                                                          |                                                                                                                     |

 option / optie / option / Option

Liste des composants / Stukslijst / Partslist / Teileliste

|                  |                |                 |                    |                    |                                           |                    |
|------------------|----------------|-----------------|--------------------|--------------------|-------------------------------------------|--------------------|
| <b>CP01</b> 3x   | <b>CP02</b> 8x | <b>CP03</b> 3x  | <b>CP05</b> 13x    | <b>SD18</b> 700x   | <b>SD18BL</b> 40x                         | <b>SD16D</b> 18x   |
|                  |                |                 |                    |                    |                                           |                    |
| <b>SD25</b> 2x   | <b>BZ</b> 16x  | <b>TOOL1</b> 1x | <b>TOOL2</b> 2x    | <b>TOOL3</b> 1x    | <b>RK1</b> 1x<br><b>RK2</b><br><b>RK3</b> | <b>W1</b> 1x       |
|                  |                |                 |                    |                    |                                           |                    |
| <b>W2</b> 1x     | <b>W3</b> 1x   | <b>W4</b> 2x    | <b>M27</b> 3x      | <b>M21</b> 3x      | <b>DK</b> 1x                              | <b>SPB6</b> 4x     |
|                  |                |                 |                    |                    |                                           |                    |
| <b>SSP</b> 1x    | <b>DR</b> 1x   | <b>DL</b> 1x    | <b>3024PH-5</b> 1x | <b>3024PH-2</b> 3x | <b>3024PH-6</b> 1x                        | <b>3024PH-7</b> 1x |
|                  |                |                 |                    |                    |                                           |                    |
| <b>S6PH</b> 2x 2 | <b>XPHA</b> 1x | <b>XPHB</b> 1x  | <b>XPHC</b> 1x     | <b>XPHL</b> 1x     | <b>IPHK</b> 2x                            | <b>IPHL</b> 1x     |
|                  |                |                 |                    |                    |                                           |                    |



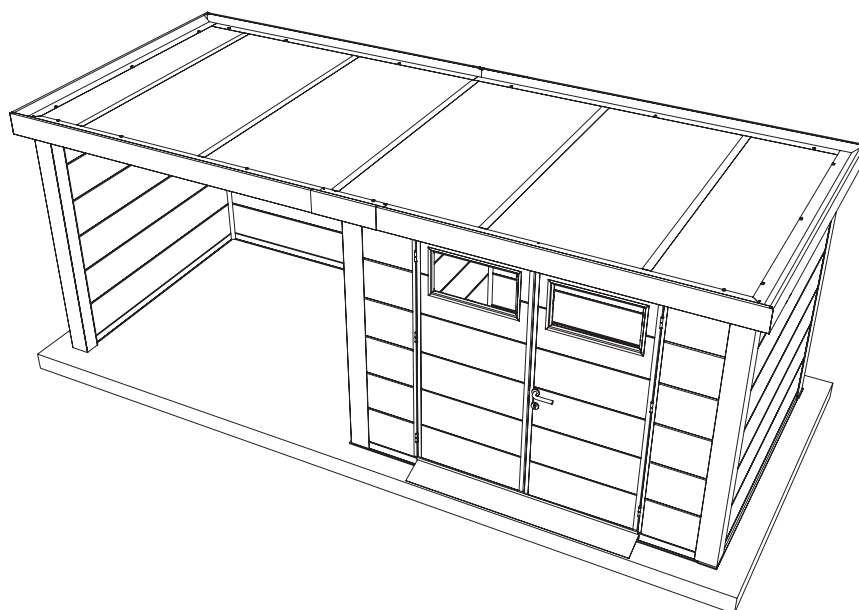
#### Fundament

- 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, das eine mechanische Befestigung von dem Haus erfolgen kann.

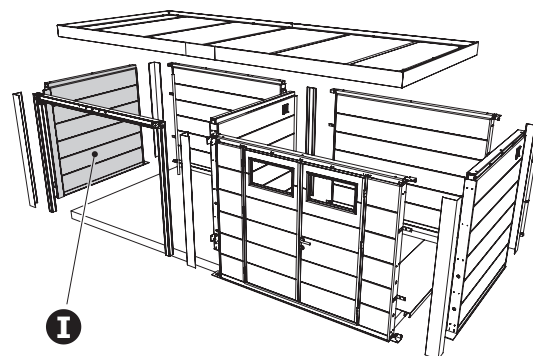
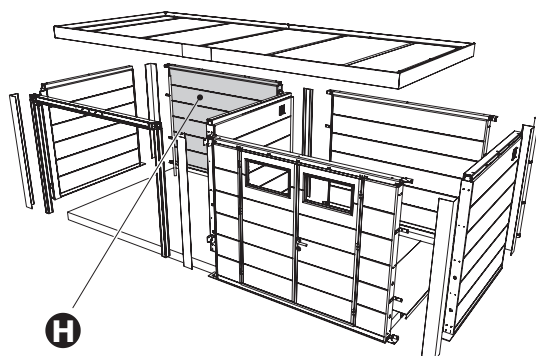
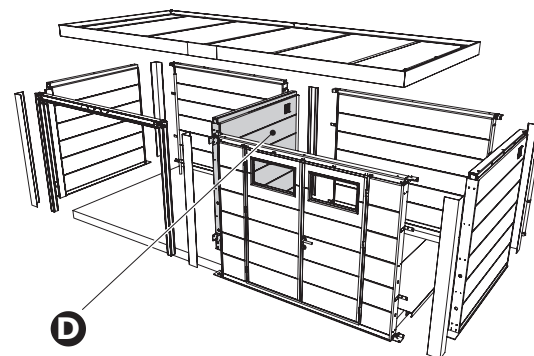
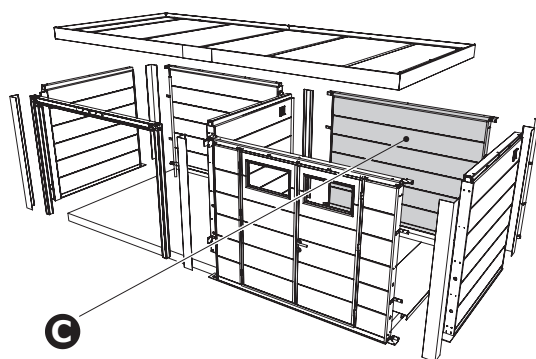
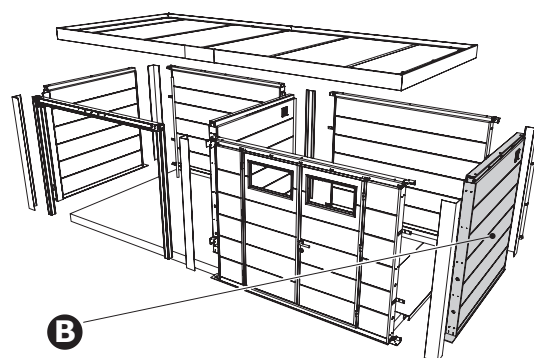
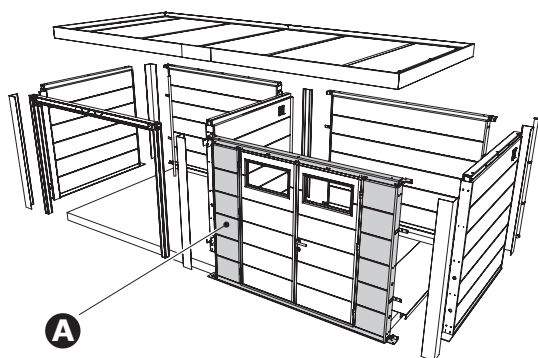
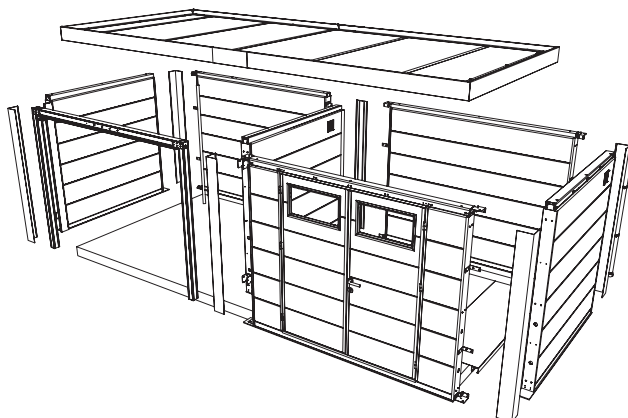
#### PS

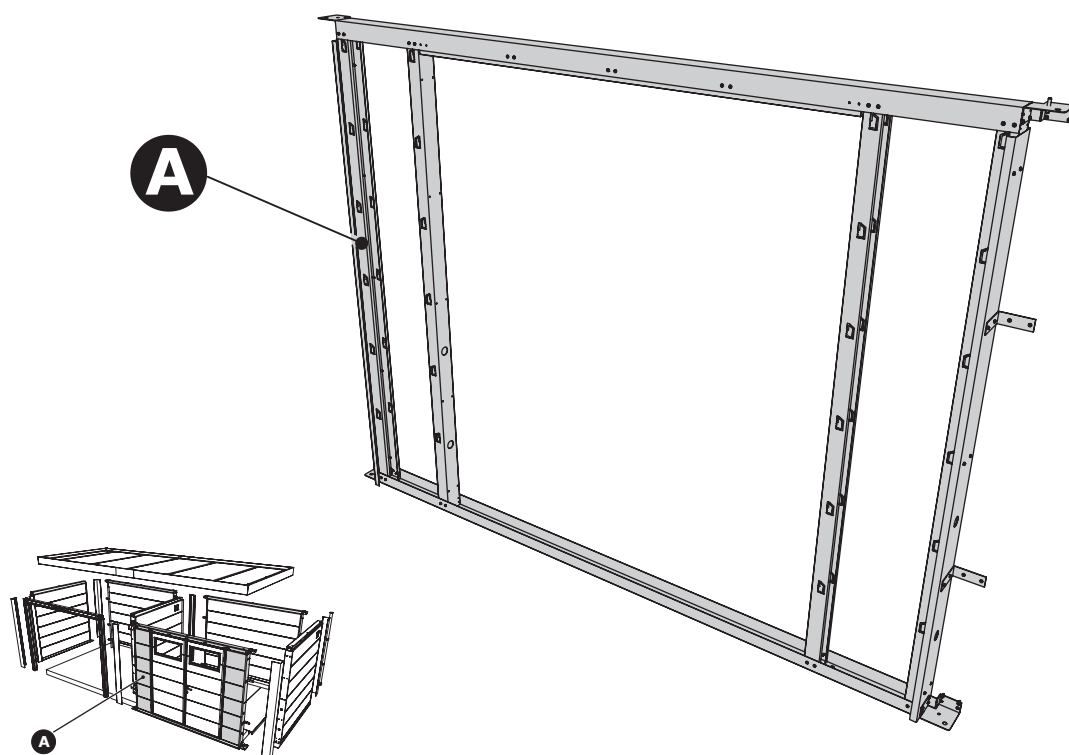
- L'abris de jardin doit être centrée sur la dalle de béton.
- Het tuinhuis moet gecentreerd geplaatst worden op het fundament.
- The garden house must be centered on the foundation.
- Das Gartenhaus muss auf dem Fundament zentriert sein.

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

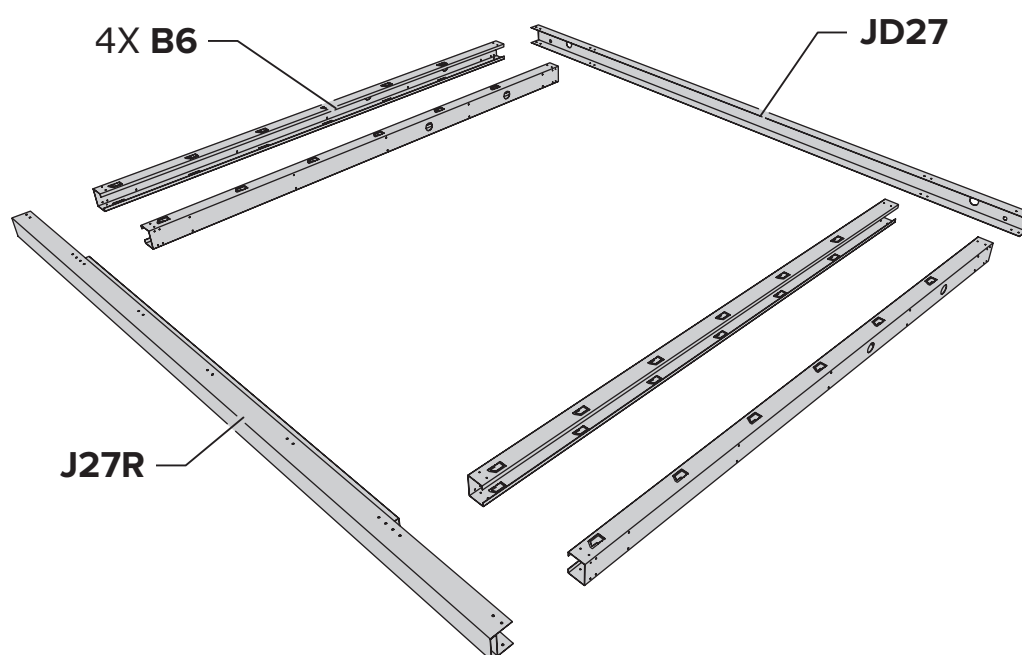


Composition / Compositie / Composition / Zusammensetzung



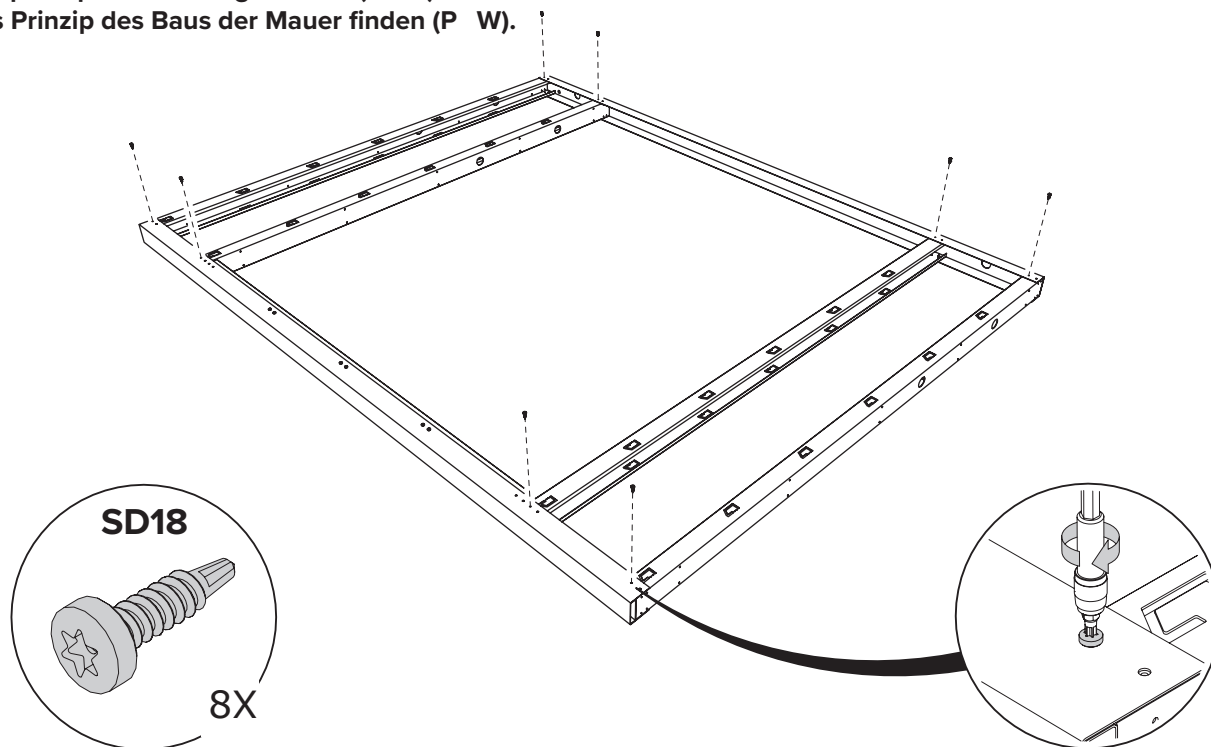


**A** Paroi / Wand / Wall / Wand



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

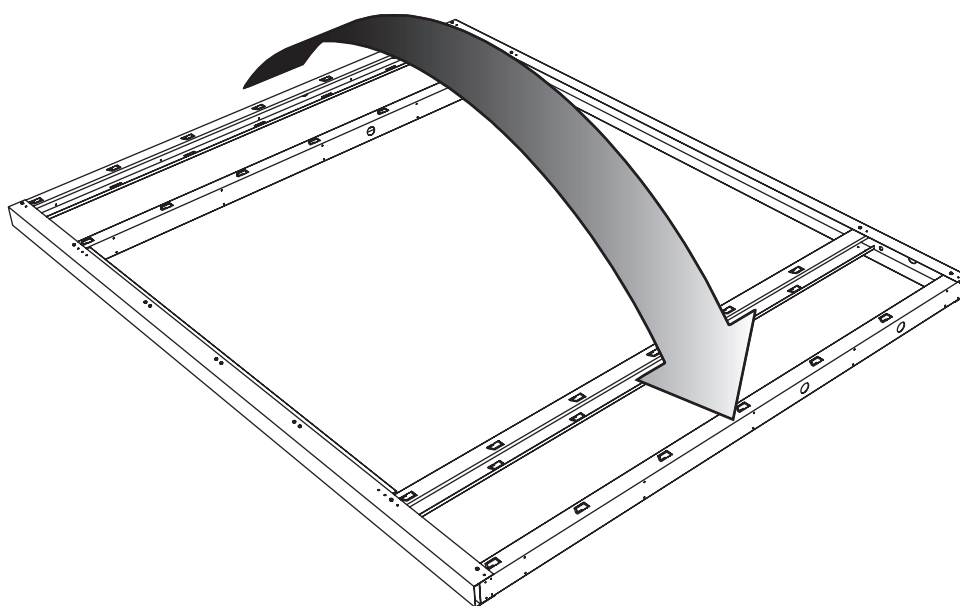
Le principe de la construction du mur (POW).  
 Het principe van de opbouw van de wand (POW).  
 The principle of building the wall (POW).  
 Das Prinzip des Baus der Mauer finden (P W).



A Paroi / Wand / Wall / Wand

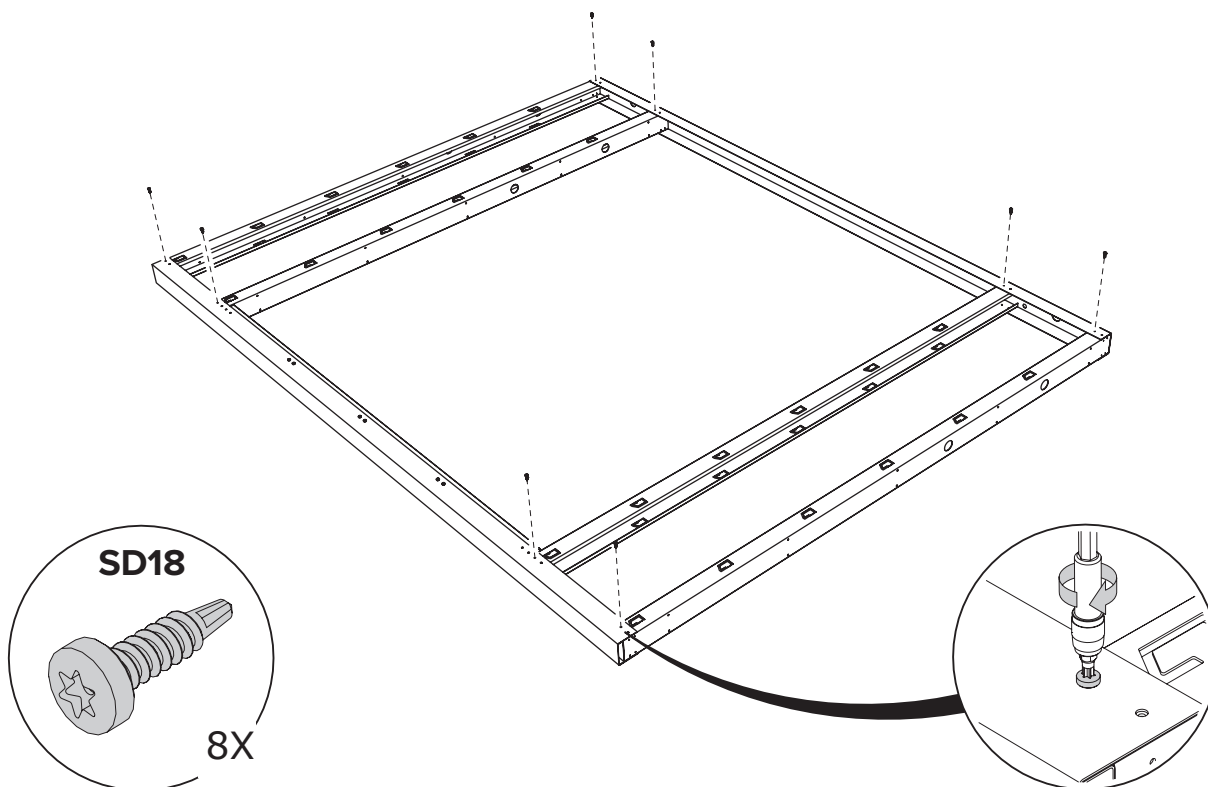
POW

Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen



A Paroi / Wand / Wall / Wand

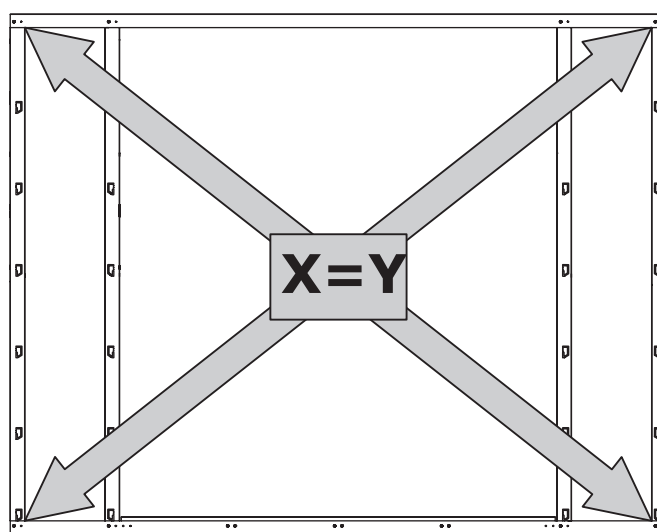
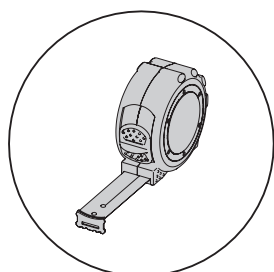
POW



A

Paroi / Wand / Wall / Wand

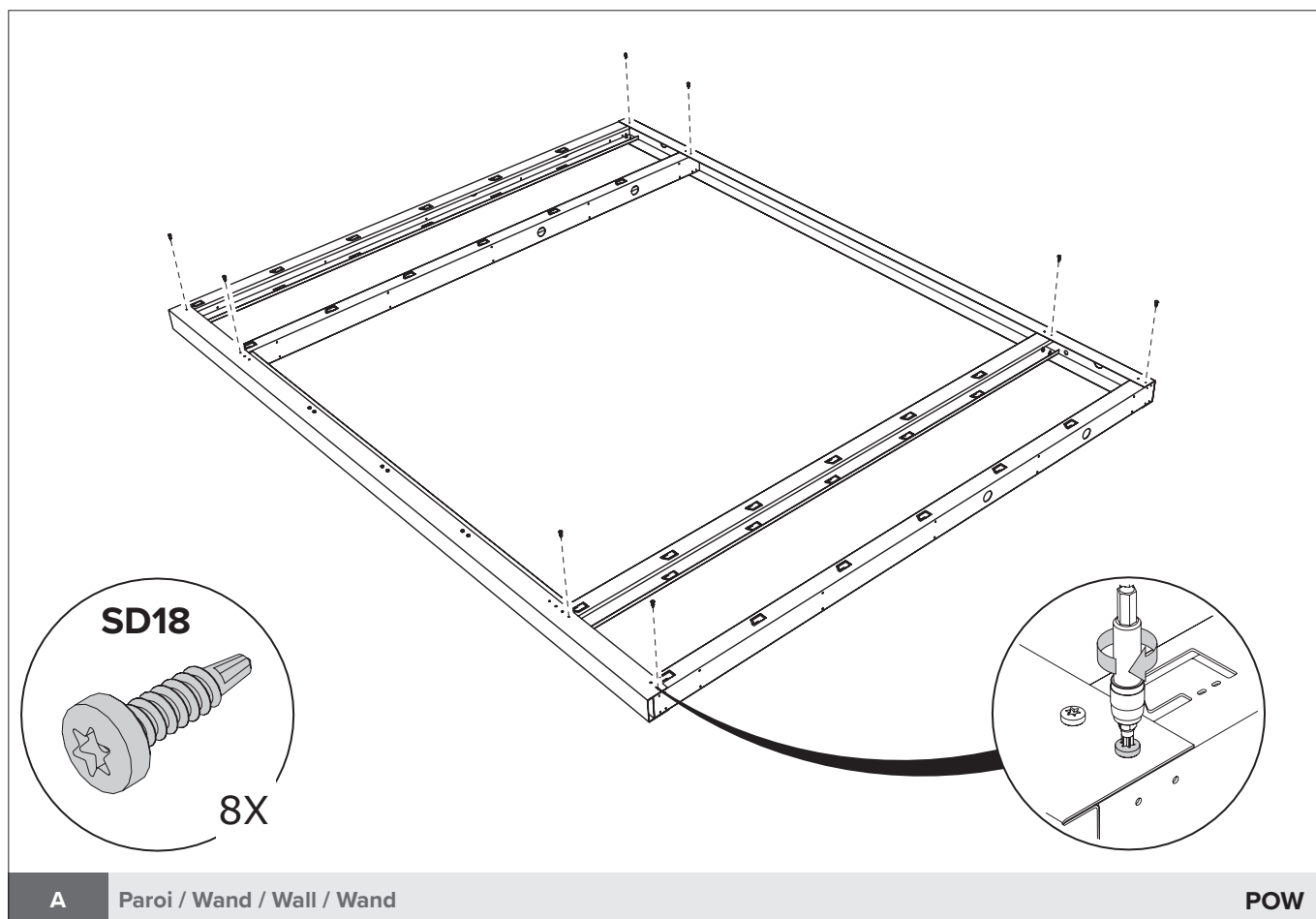
POW



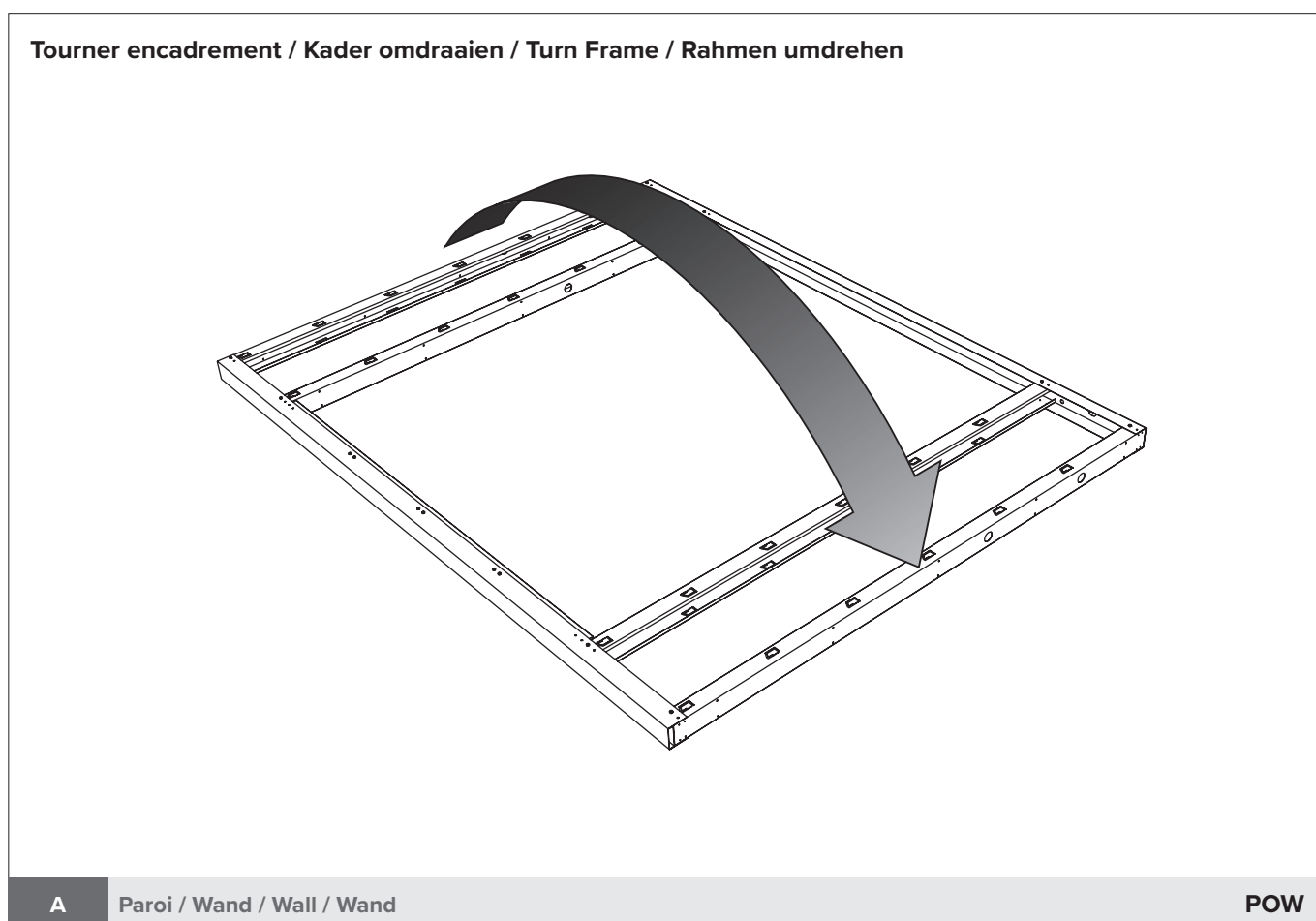
A

Paroi / Wand / Wall / Wand

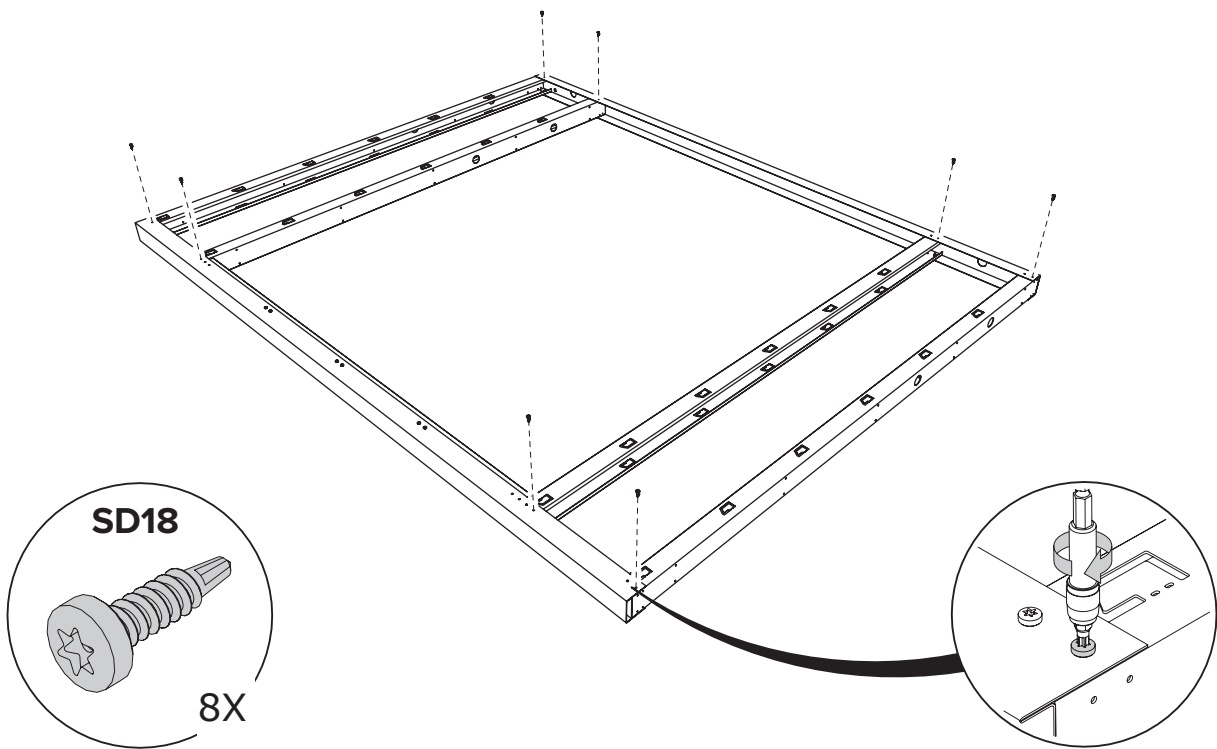
POW



Tourner encadrement / Kader omdraaien / Turn Frame / Rahmen umdrehen



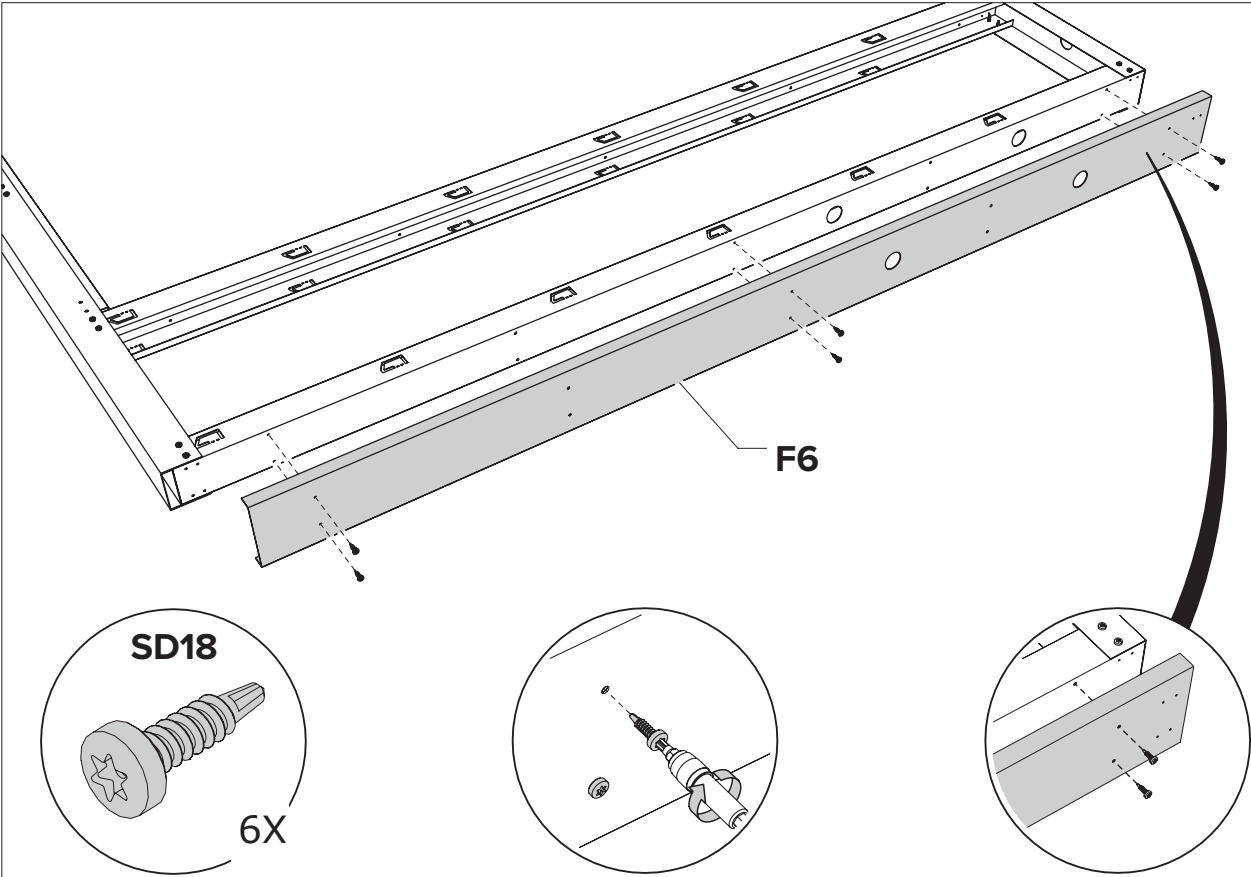




A

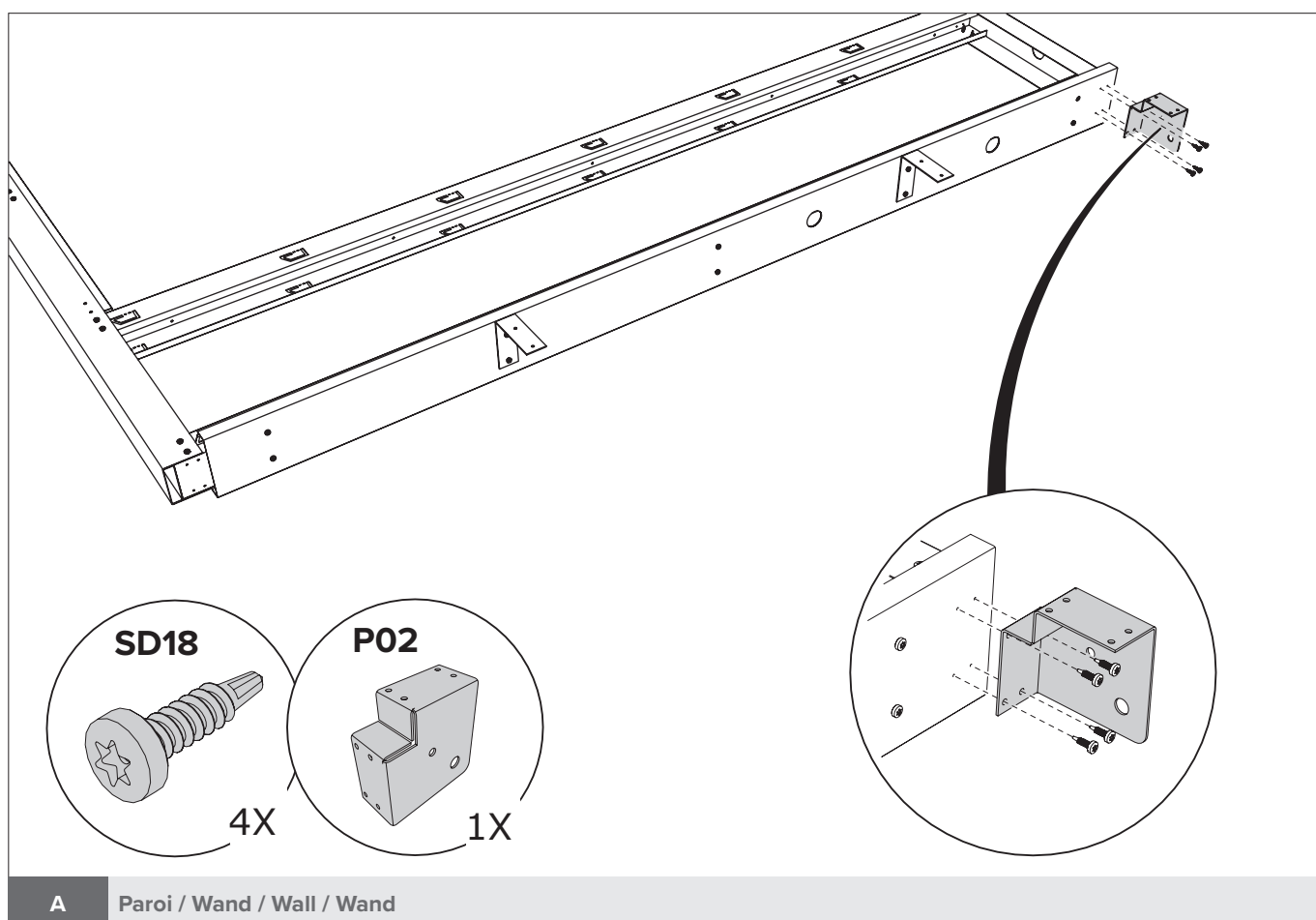
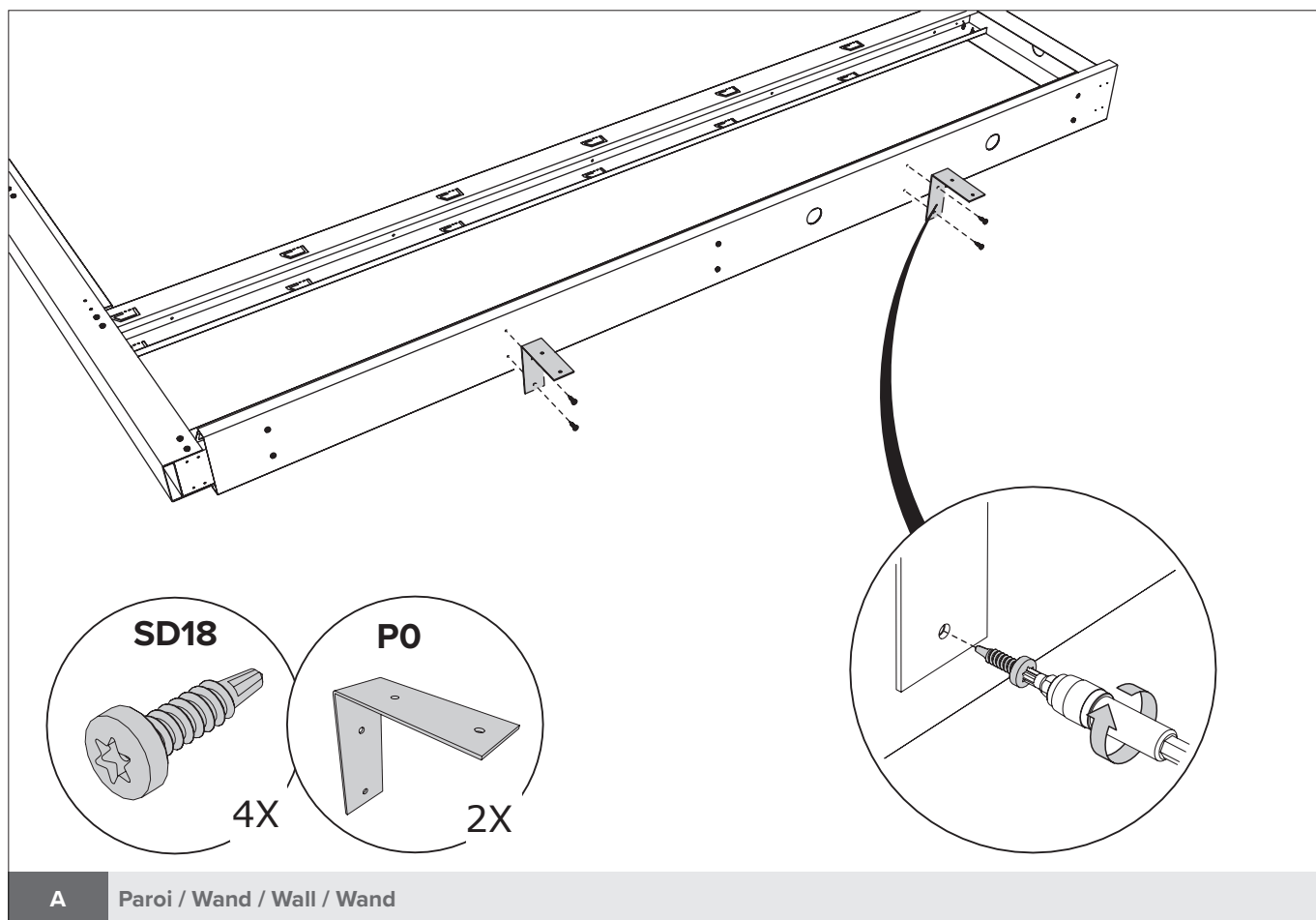
Paroi / Wand / Wall / Wand

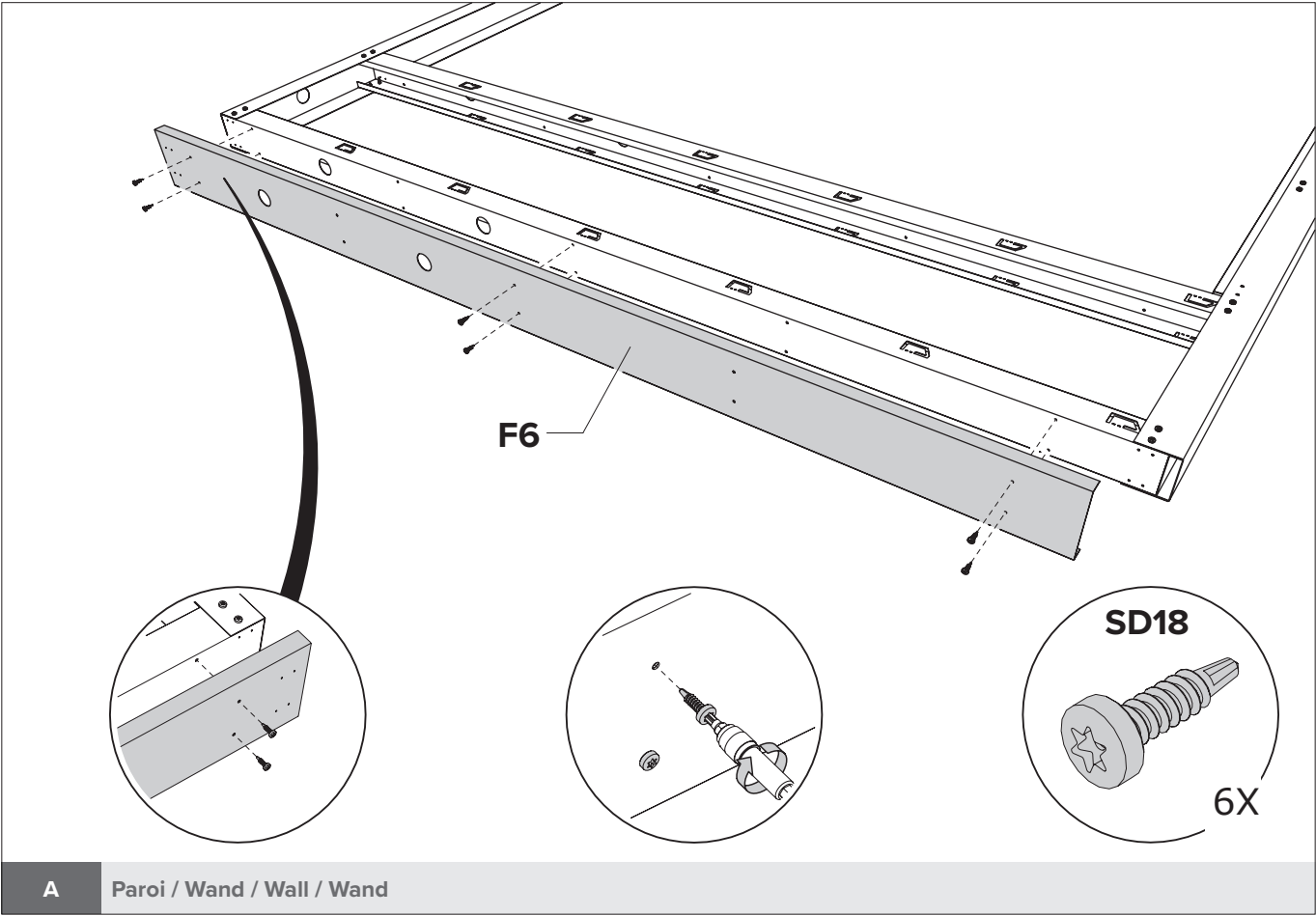
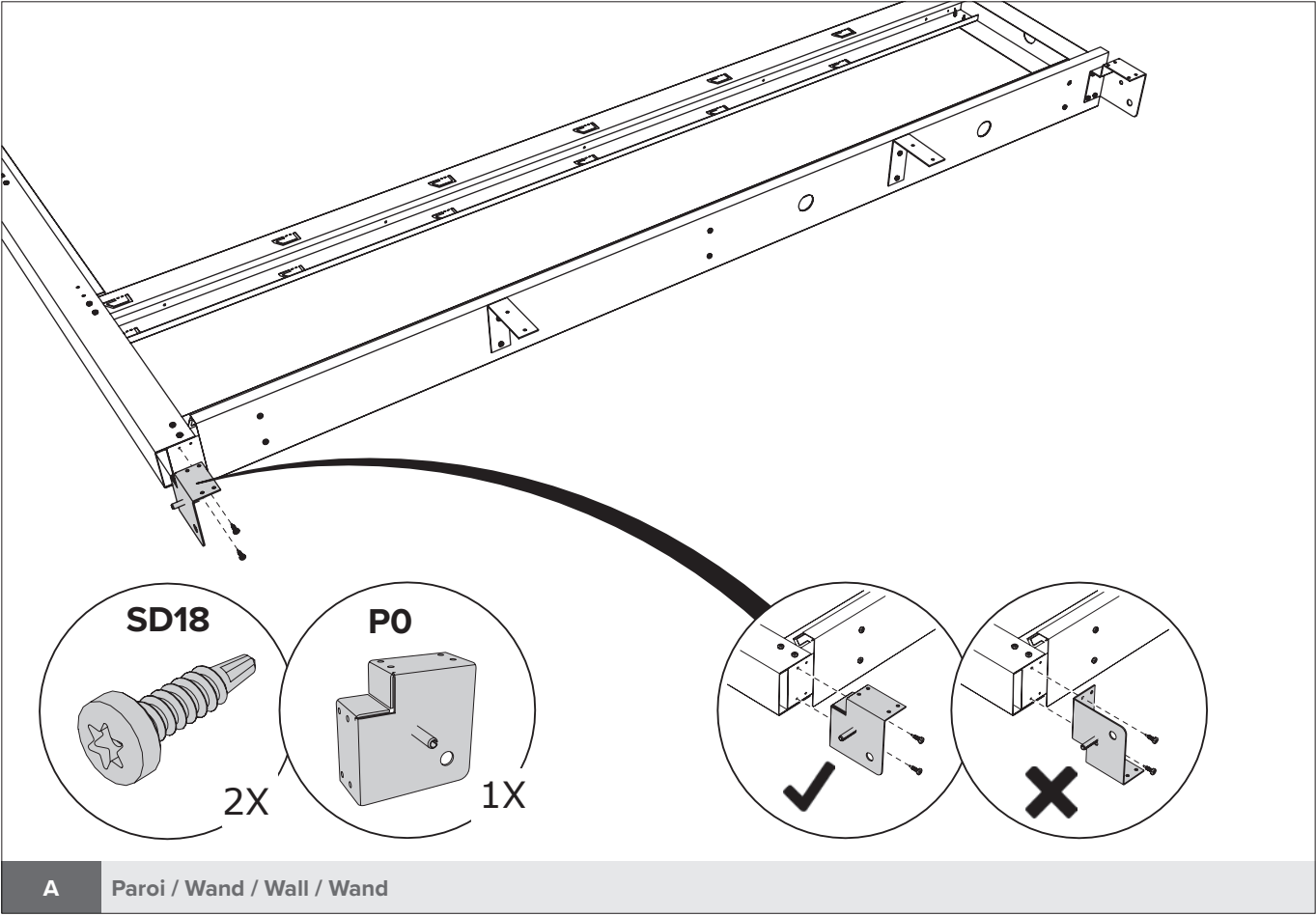
POW

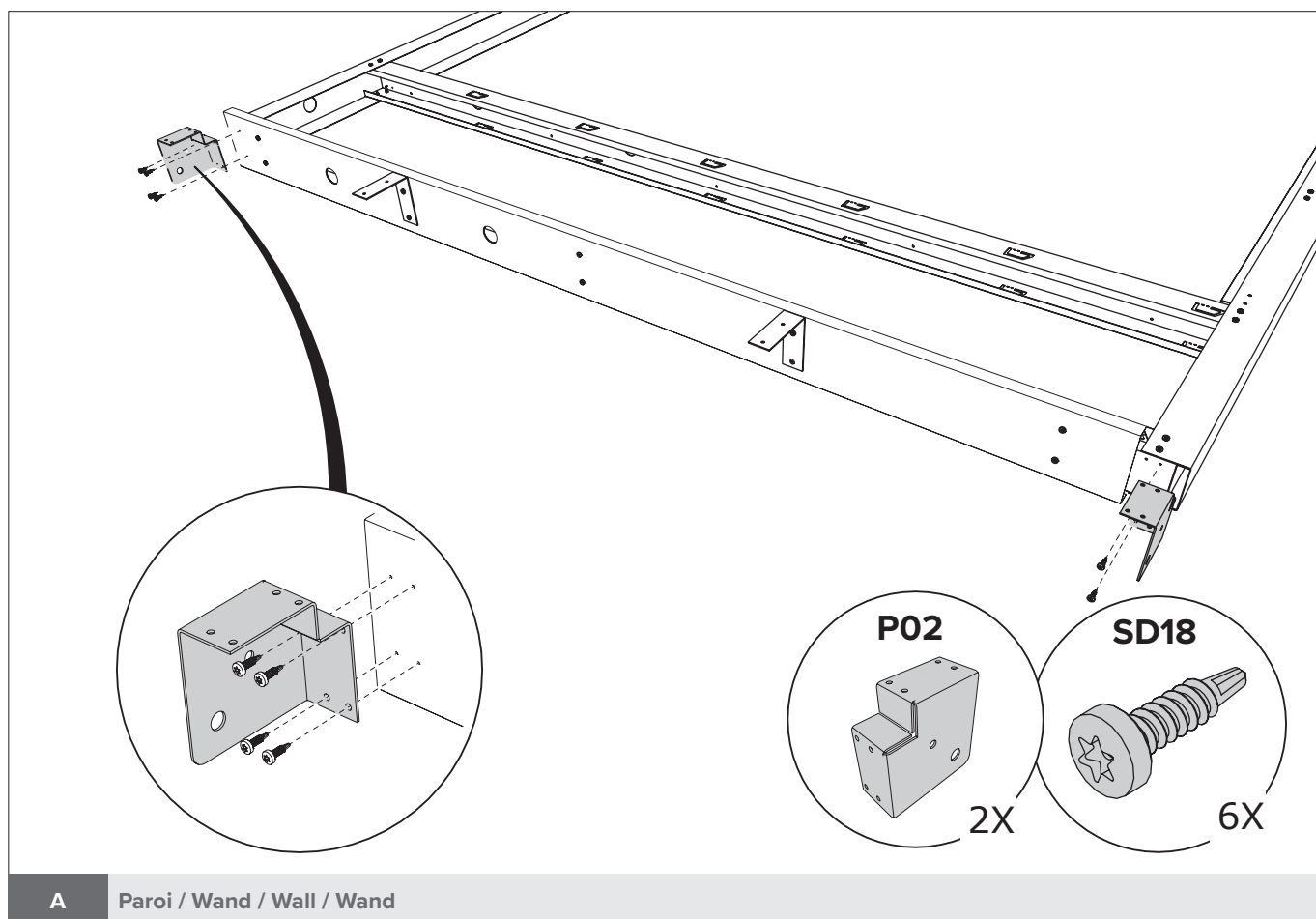
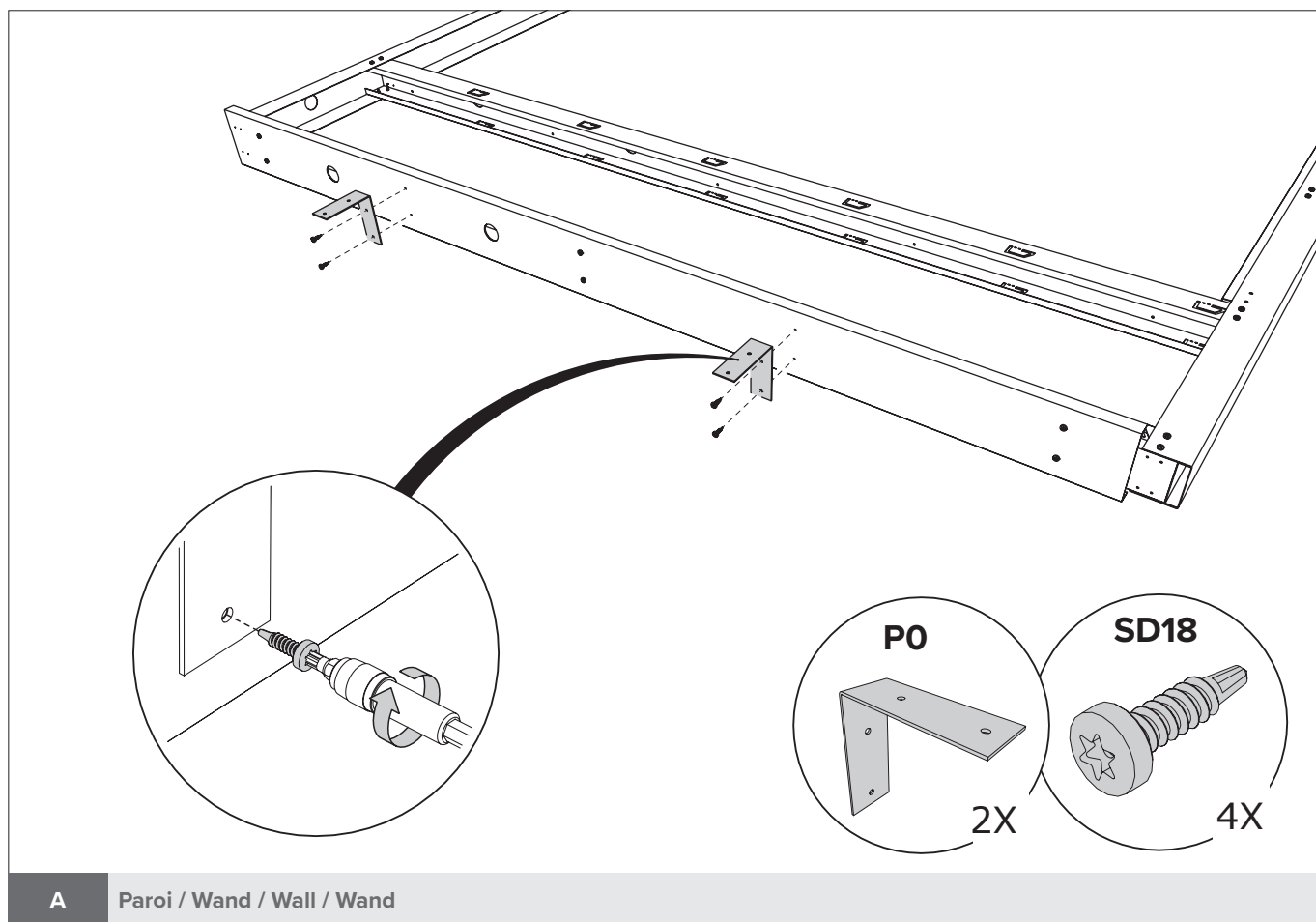


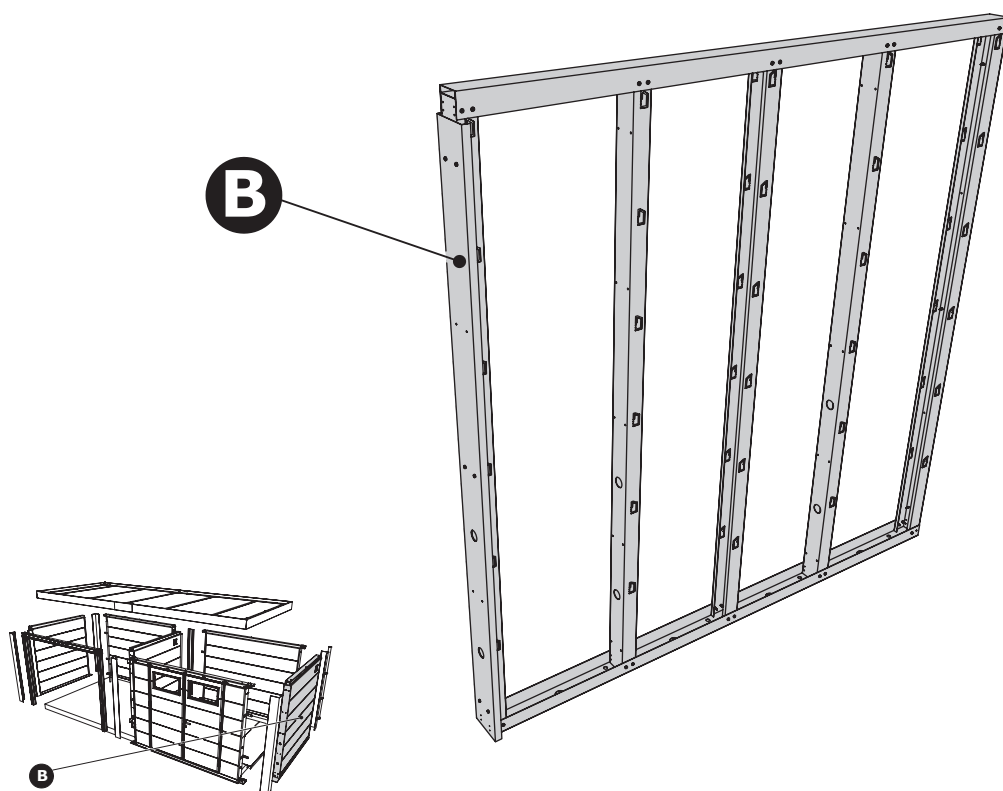
A

Paroi / Wand / Wall / Wand

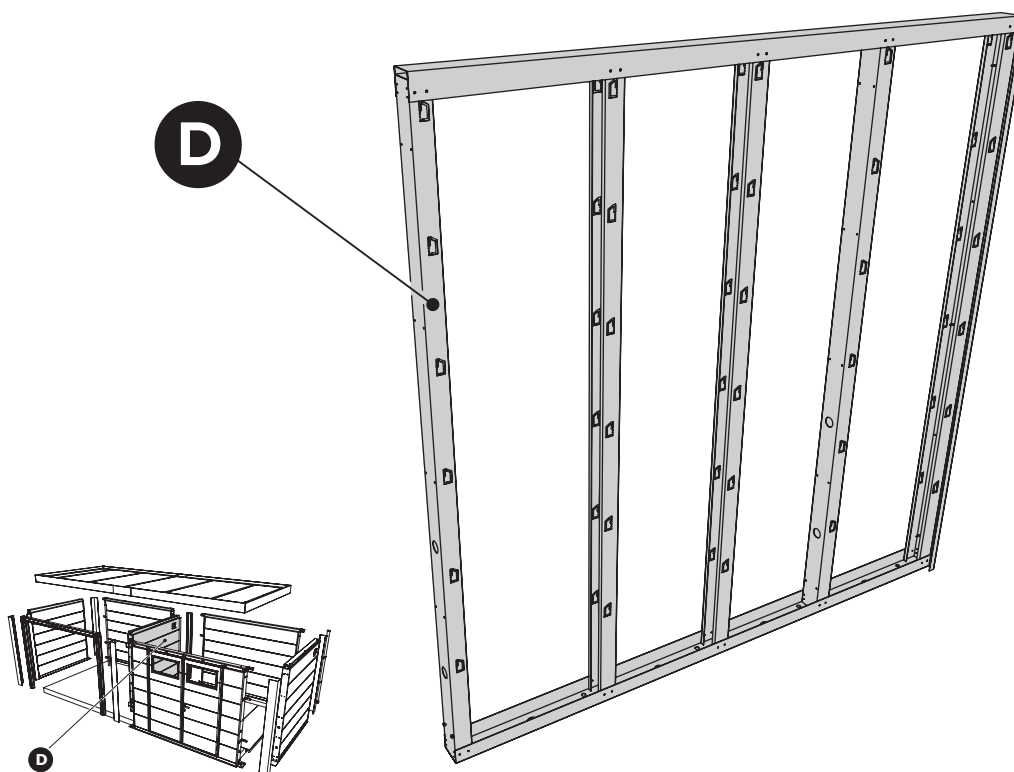






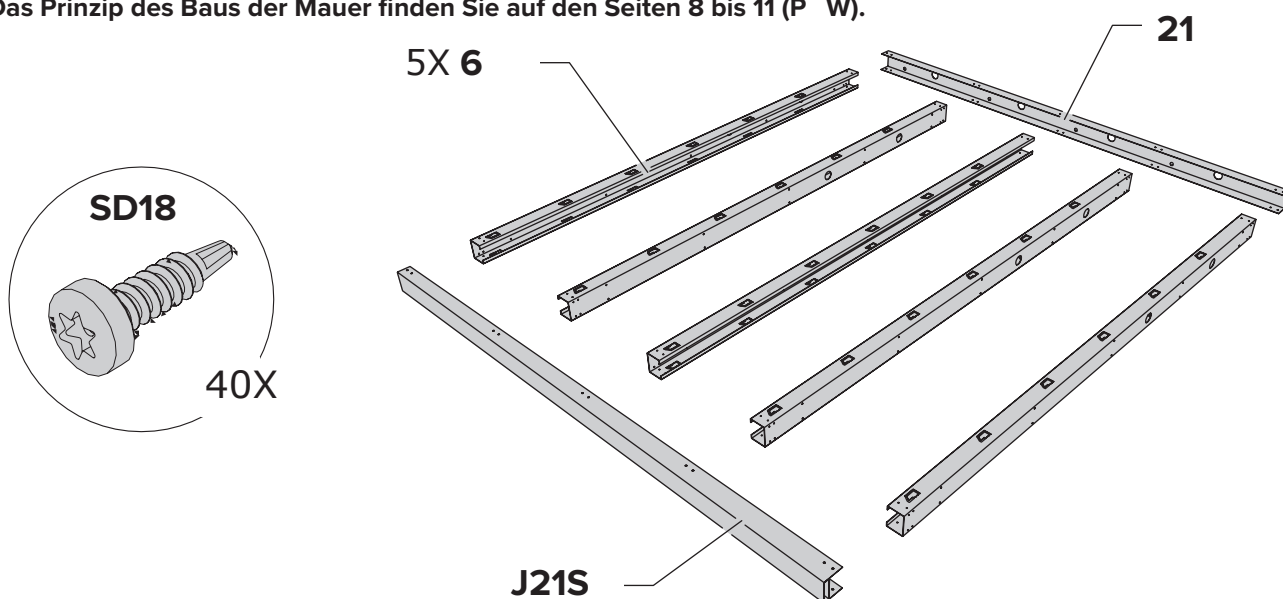


**B** Paroi / Wand / Wall / Wand



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

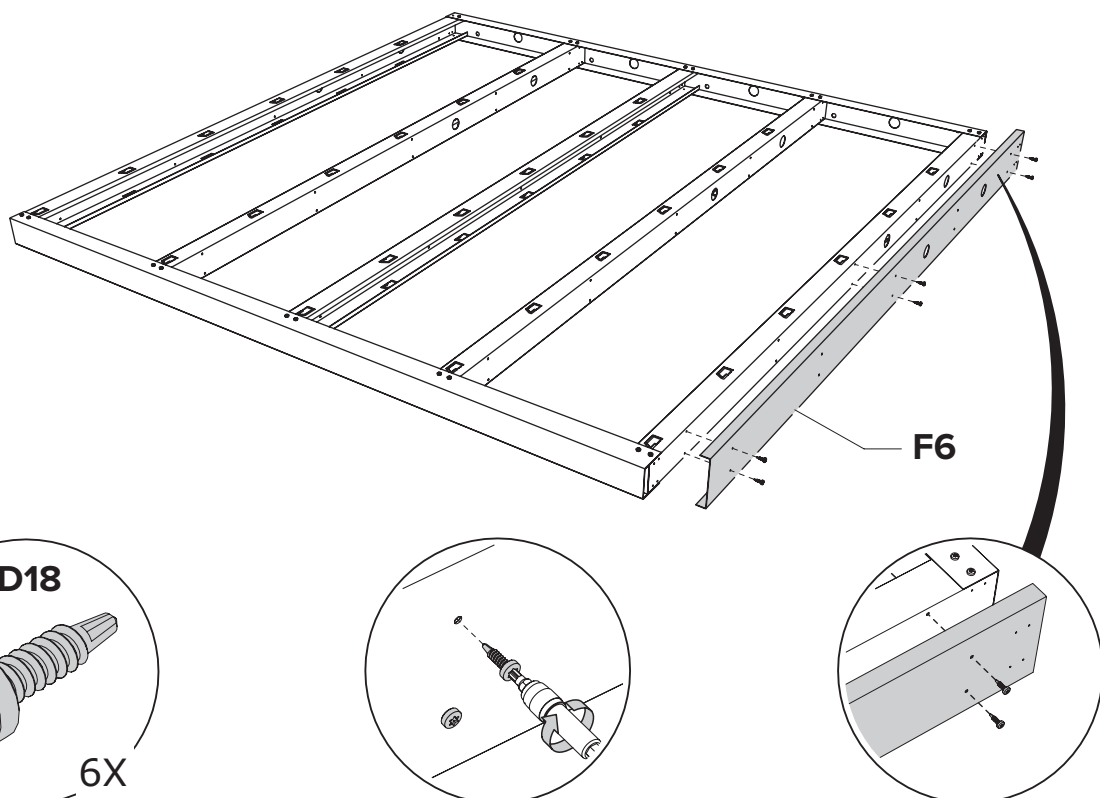
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (P W).



**2**

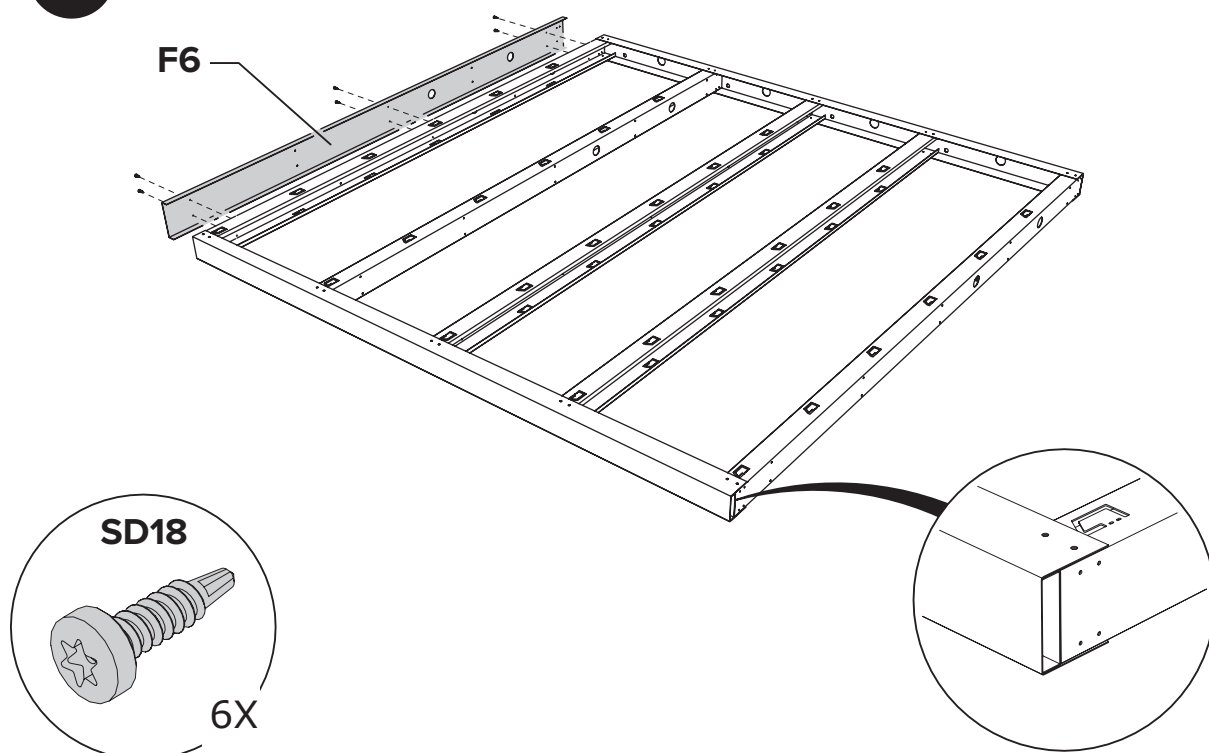
B / D Paroi / Wand / Wall / Wand

**B**



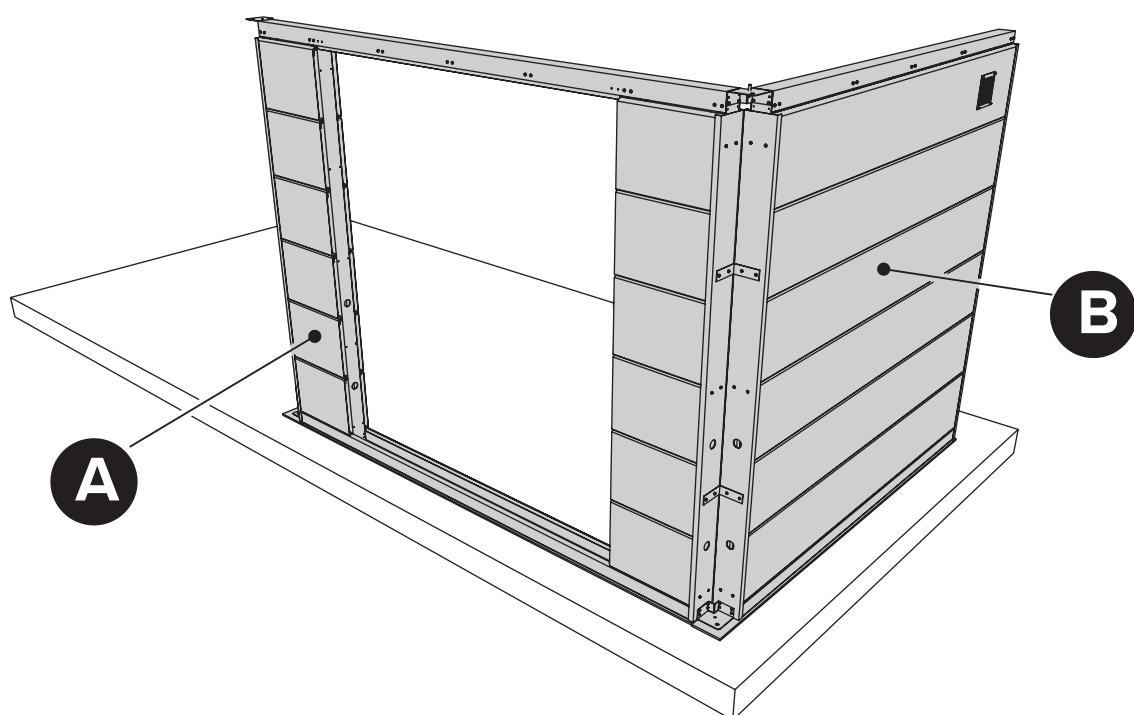
B Paroi / Wand / Wall / Wand

**D**



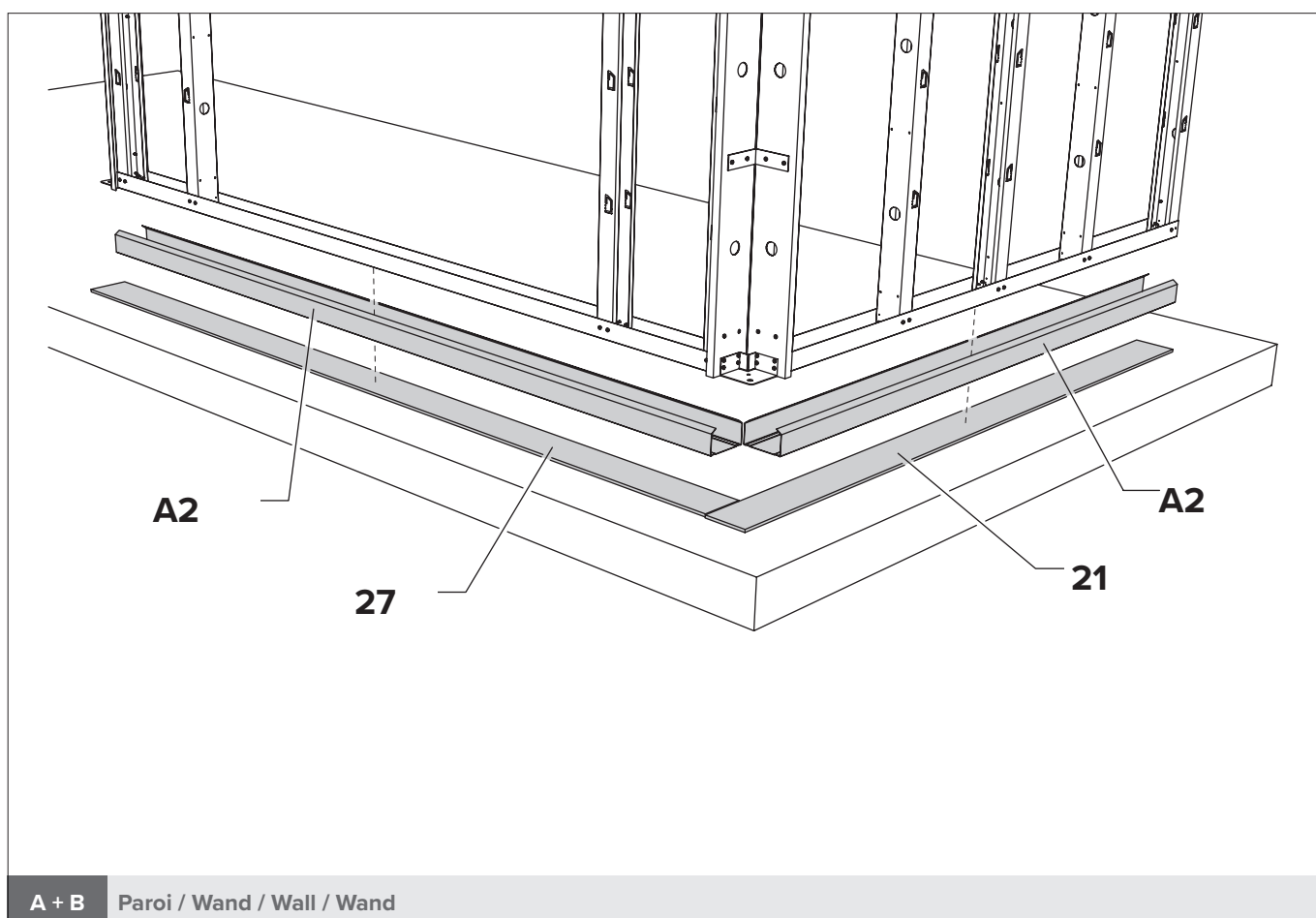
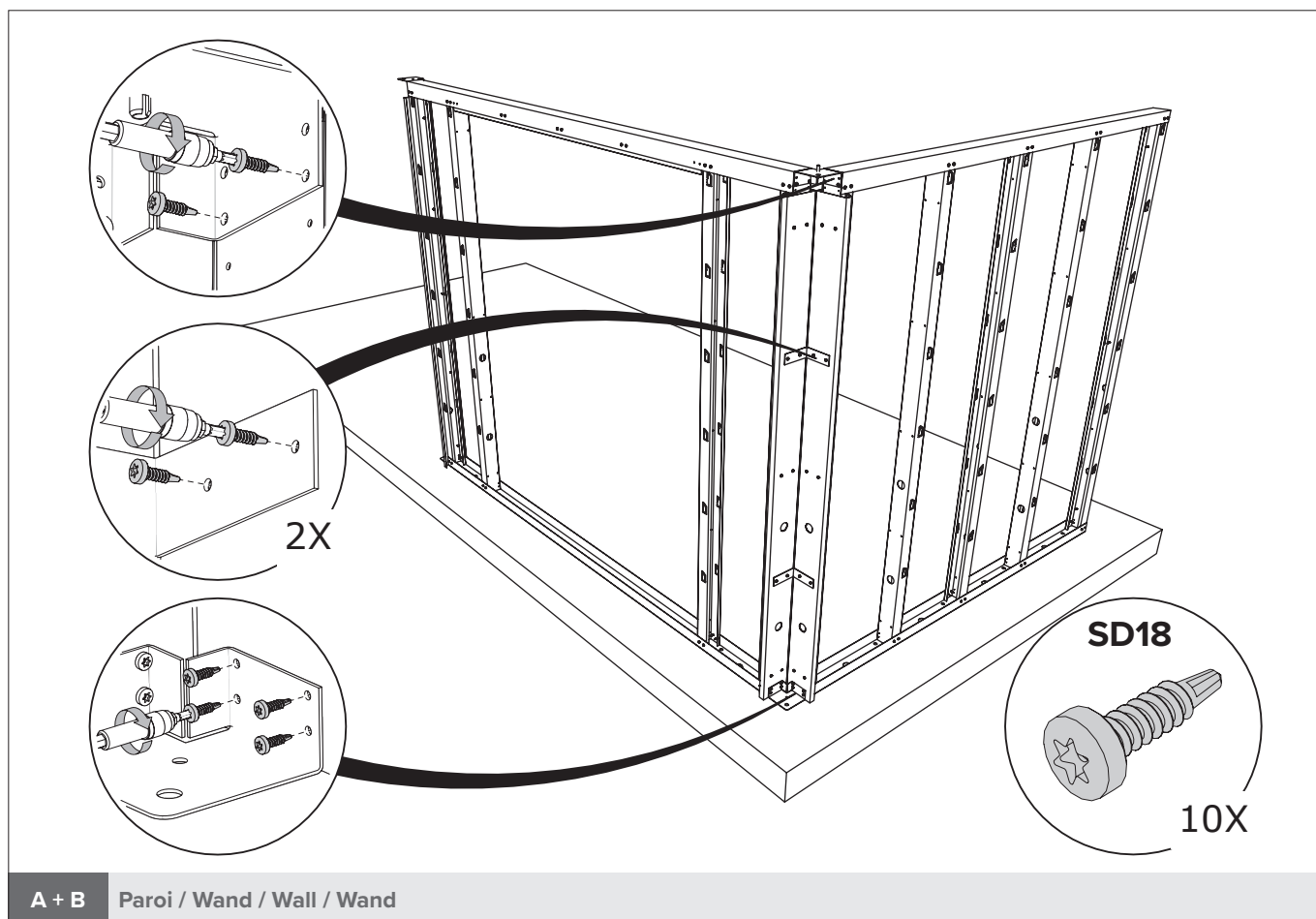
**D**

Paroi / Wand / Wall / Wand

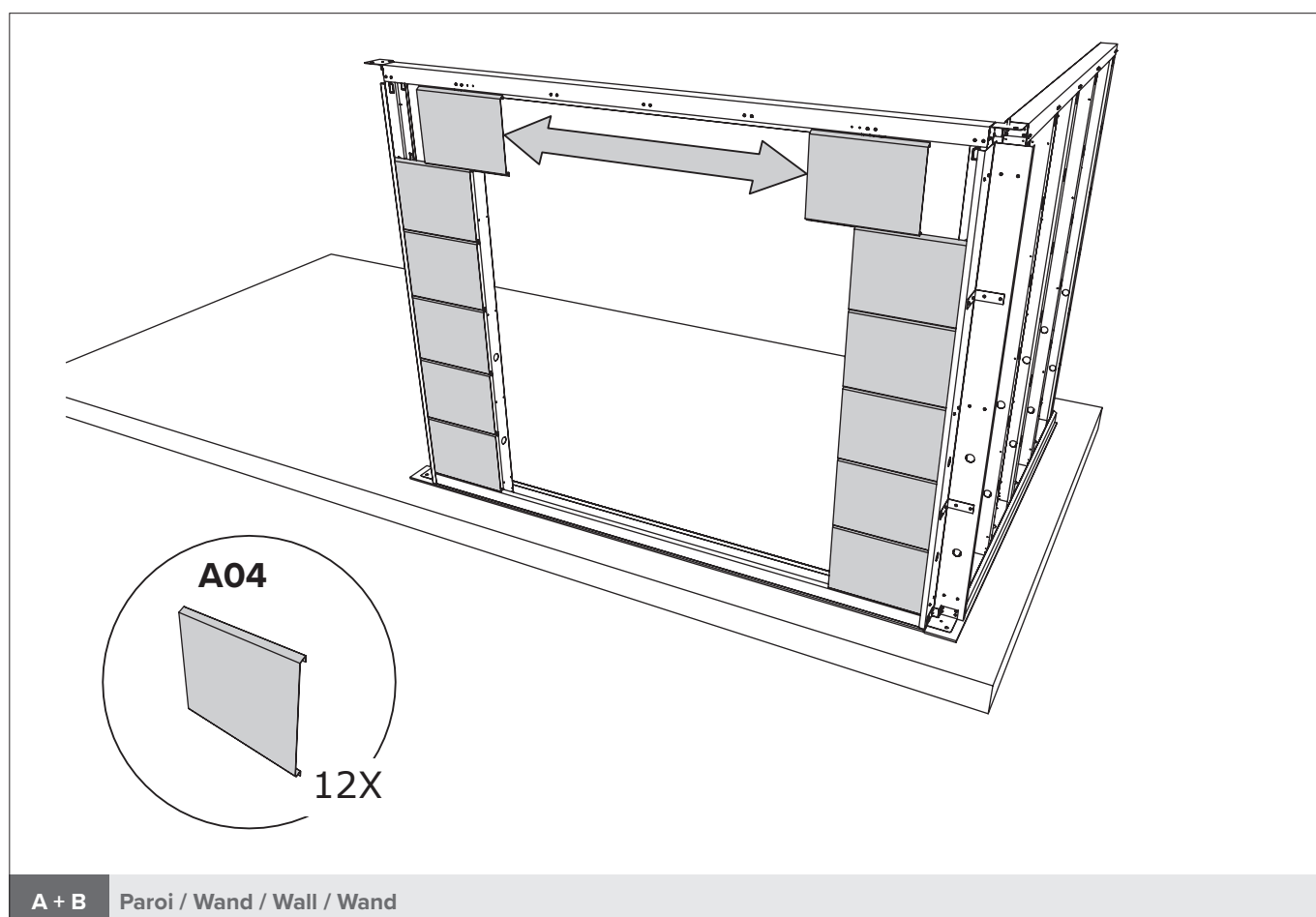
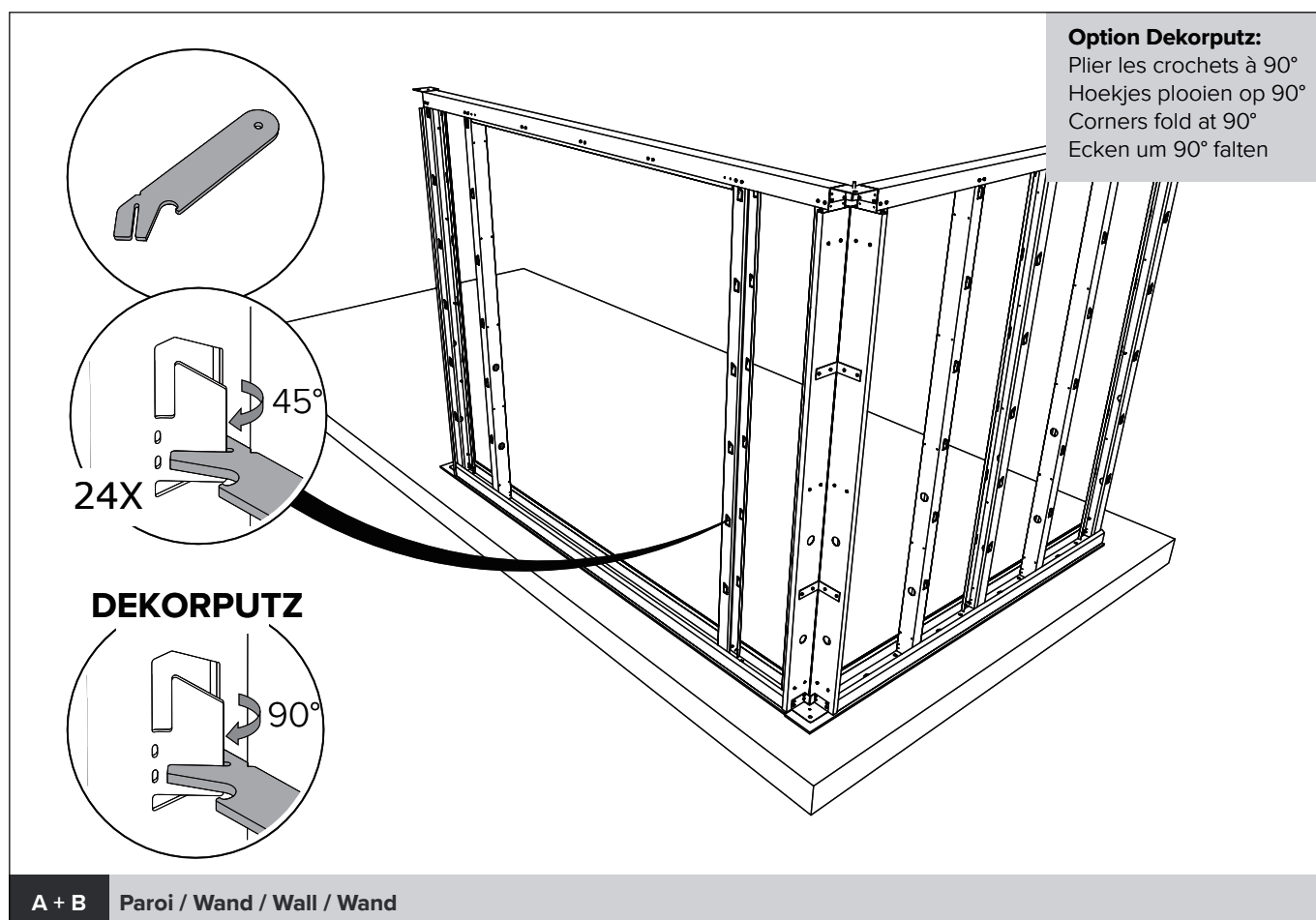


**A + B**

Paroi / Wand / Wall / Wand

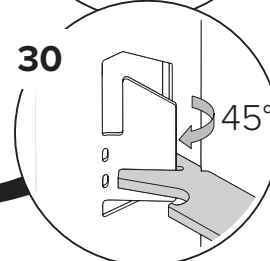
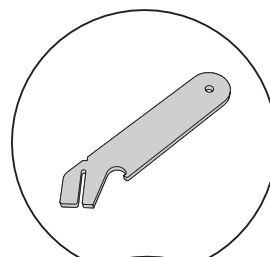
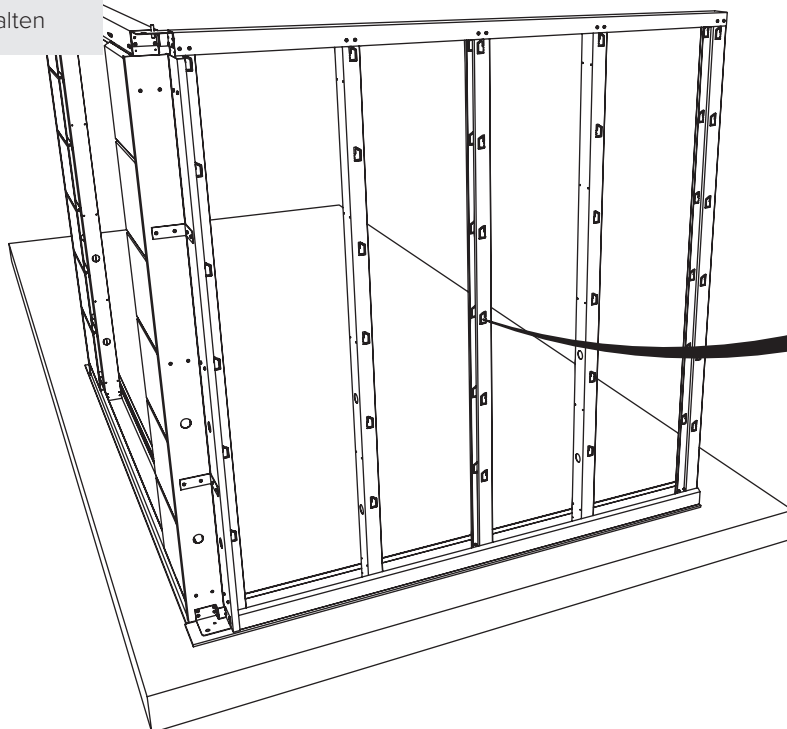




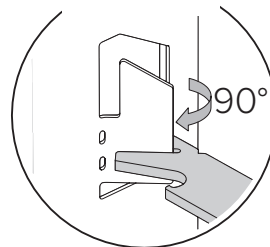


**Option Dekorputz:**

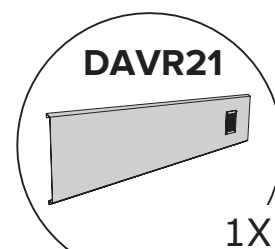
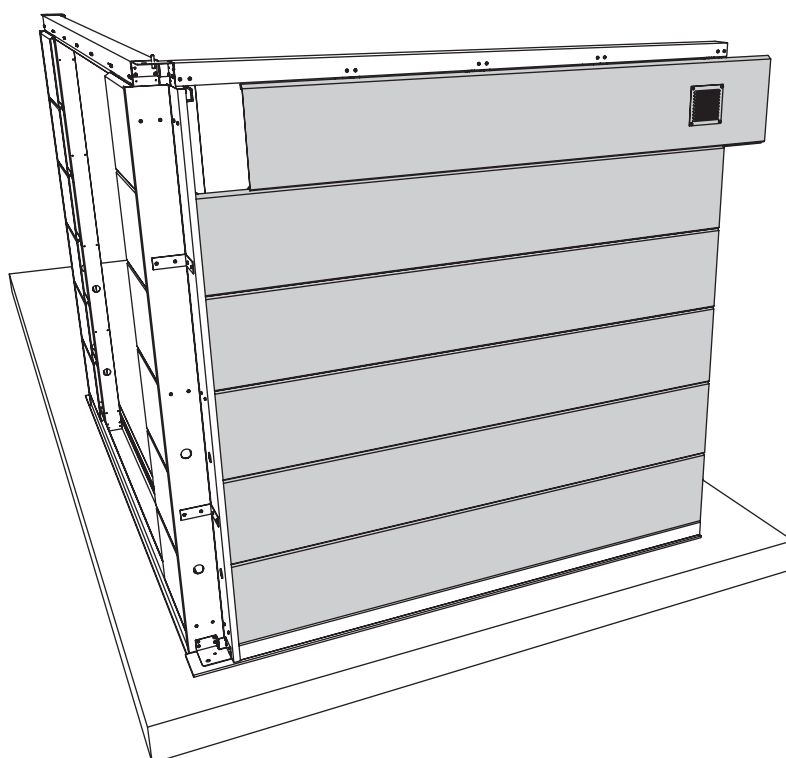
Plier les crochets à 90°  
Hoekjes plooiën op 90°  
Corners fold at 90°  
Ecken um 90° falten



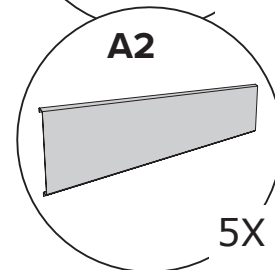
**DEKORPUTZ**



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



1X

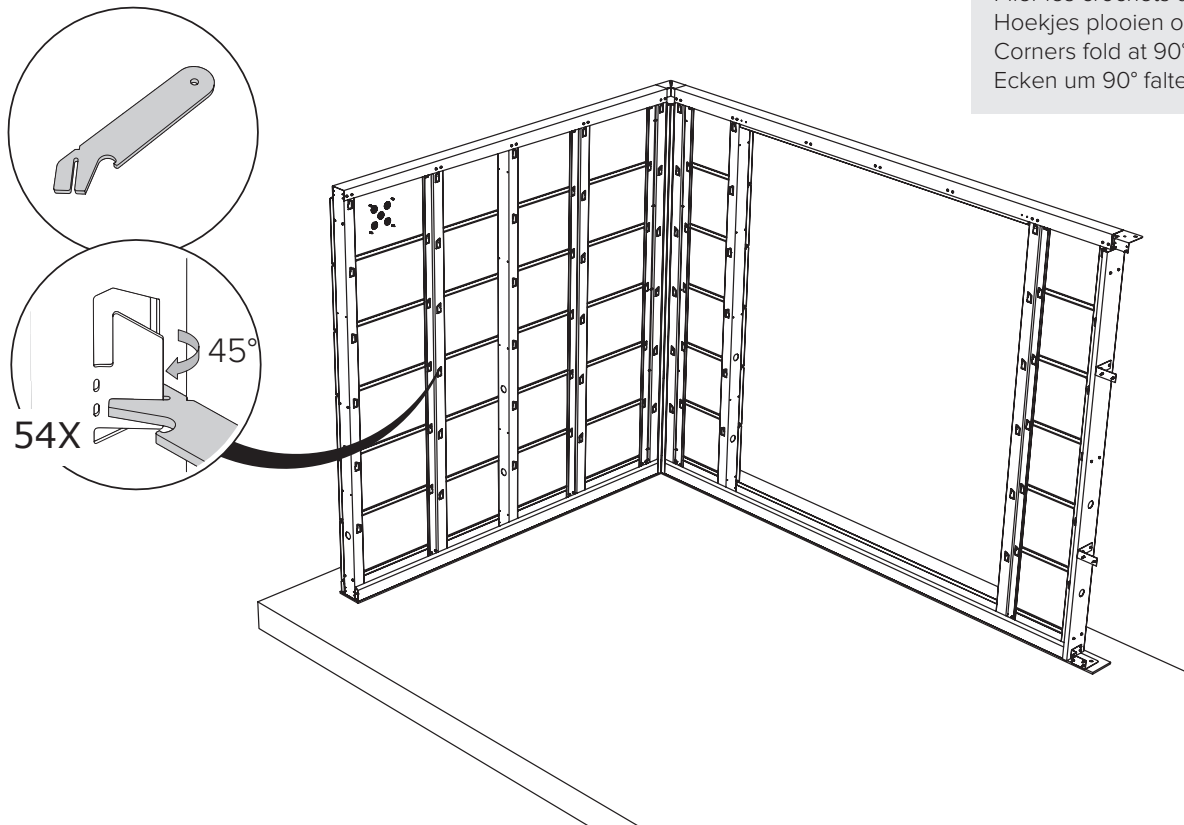


5X

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

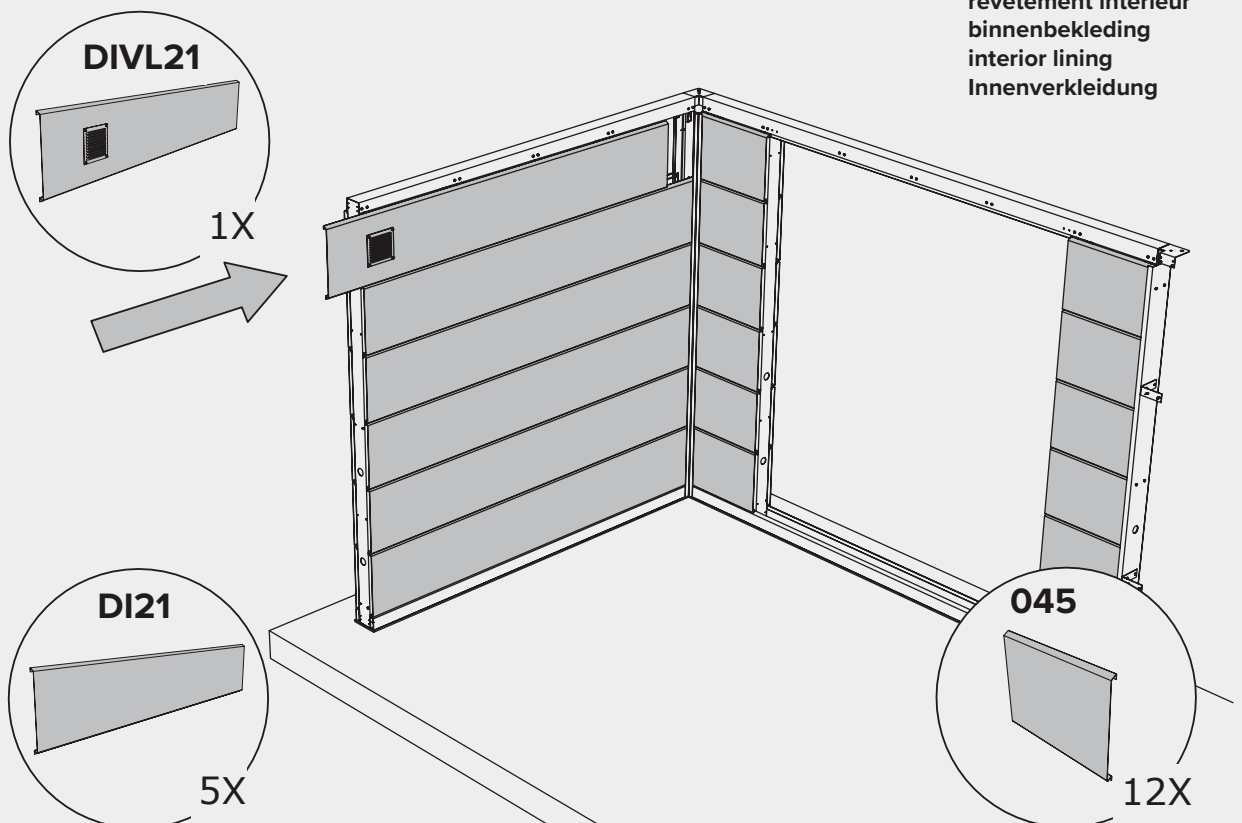
**Option Dekorputz:**

Plier les crochets à 90°  
Hoekjes plooiën op 90°  
Corners fold at 90°  
Ecken um 90° falten



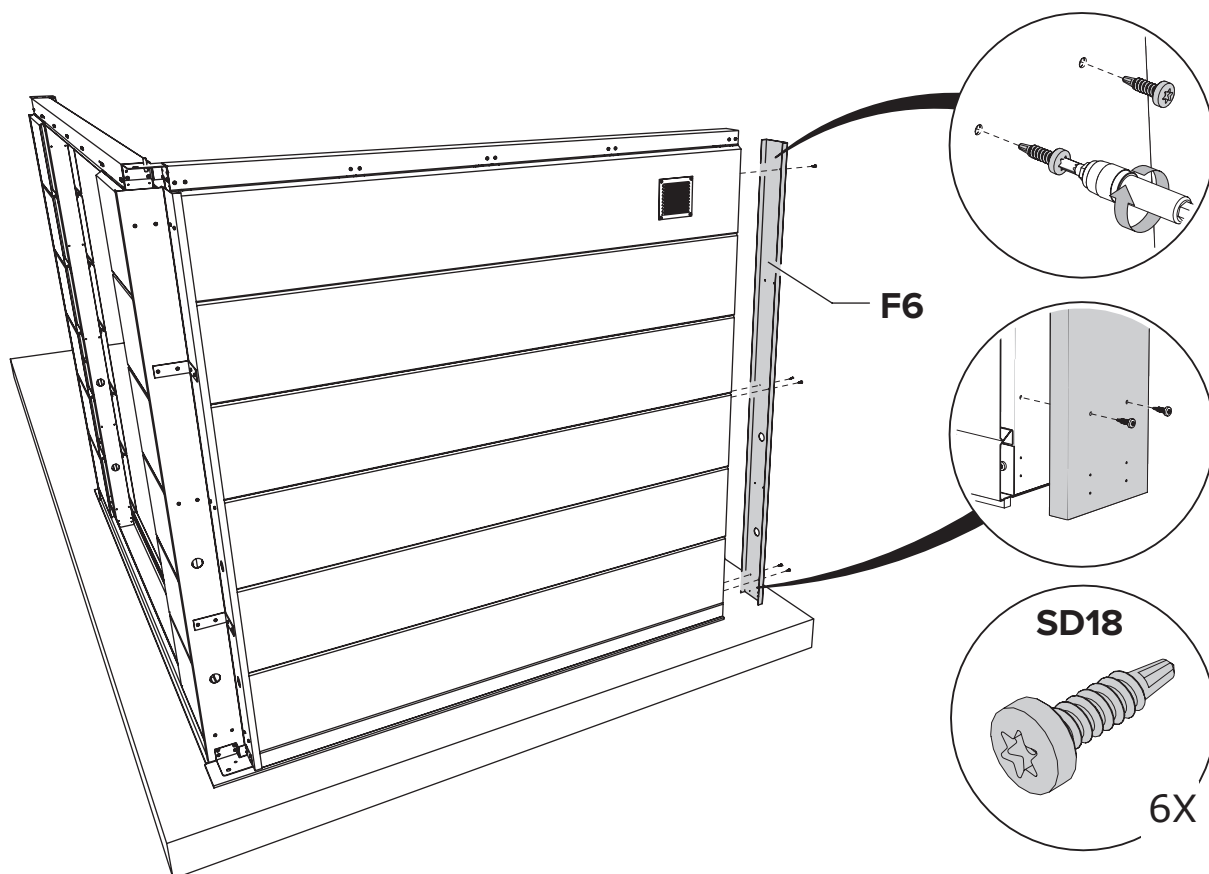
A + B Paroi / Wand / Wall / Wand

revêtement intérieur  
binnenbekleding  
interior lining  
Innenverkleidung

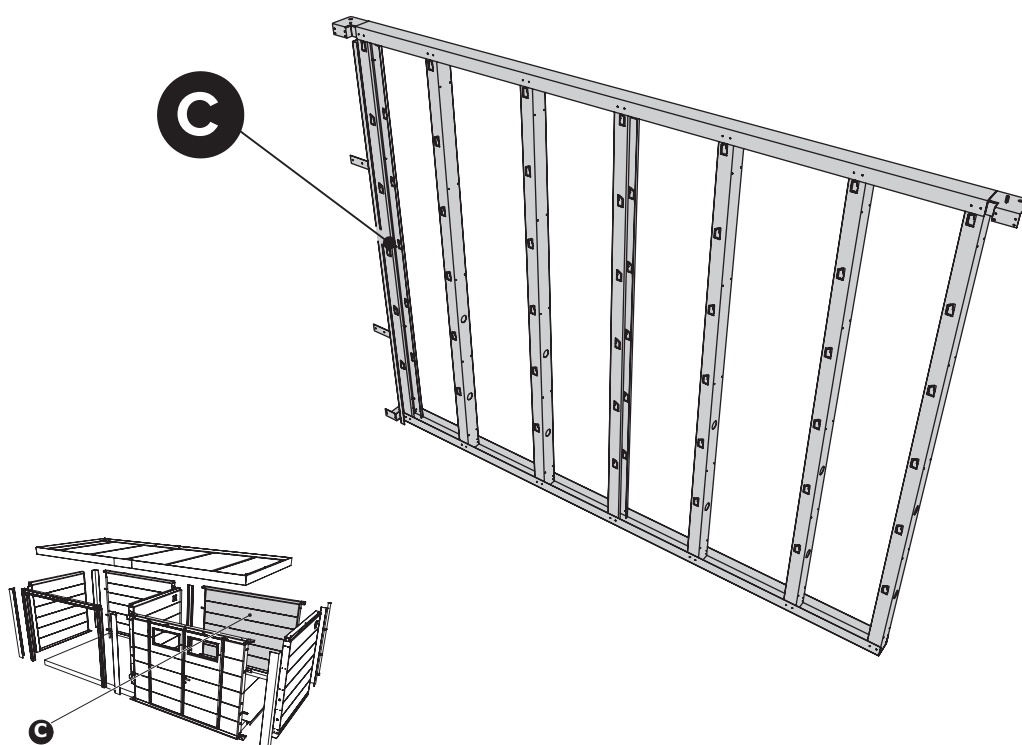


A + B Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

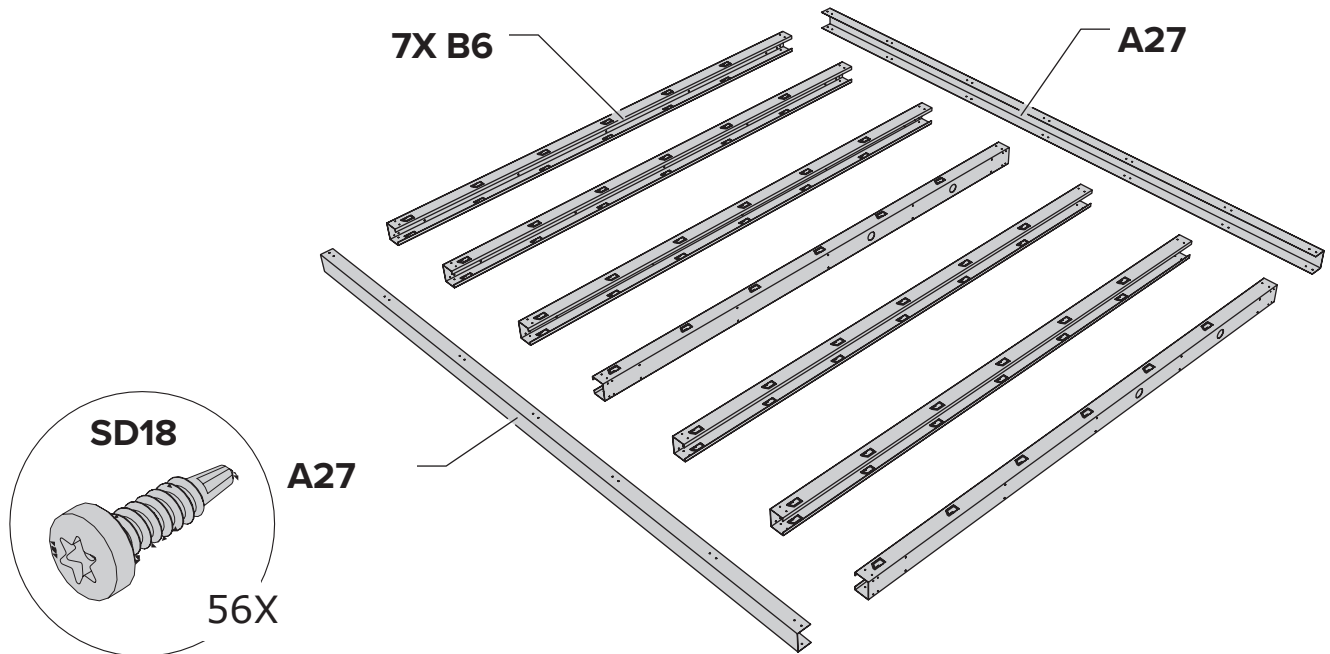


**A + B** Paroi / Wand / Wall / Wand

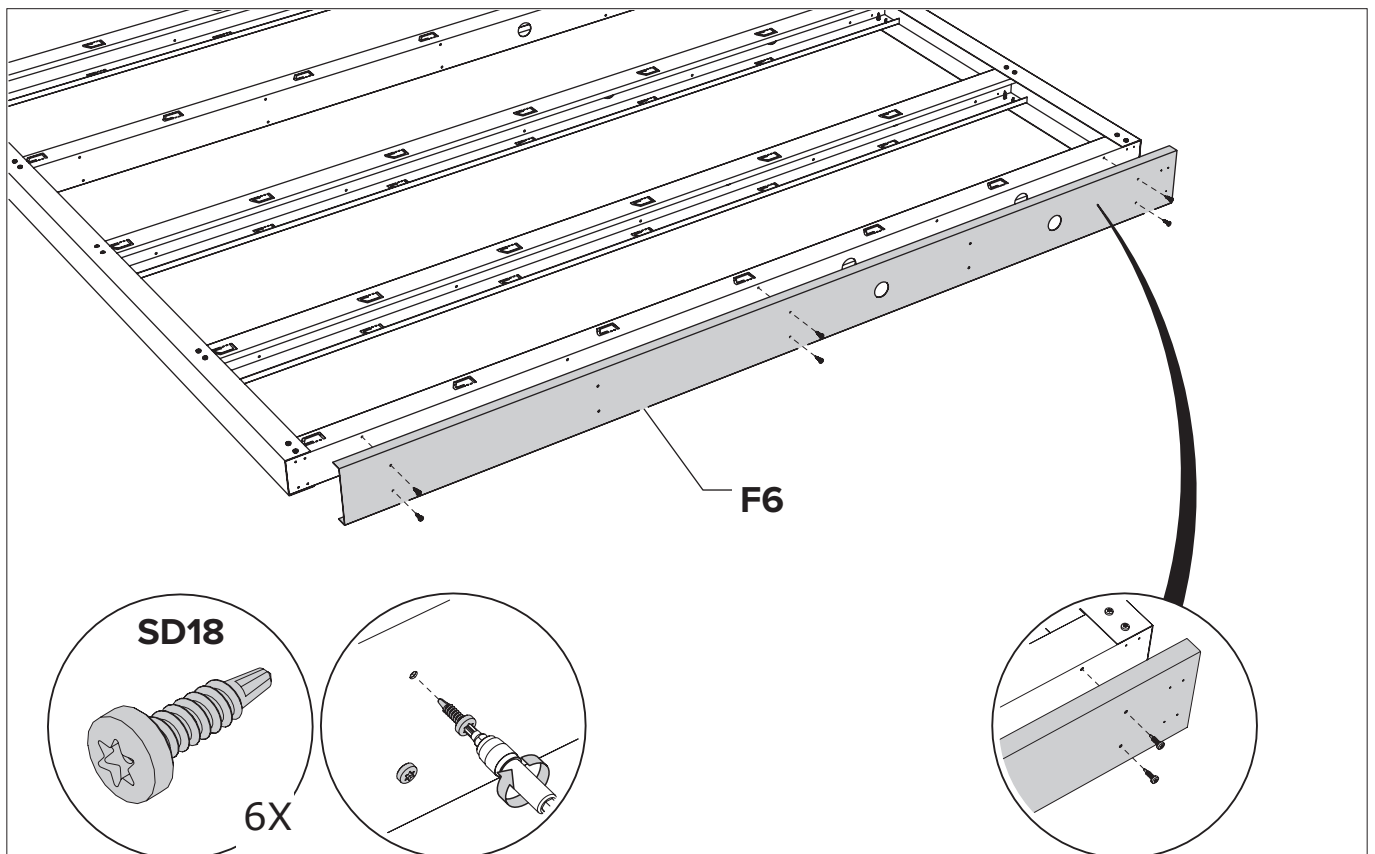


**C** Paroi / Wand / Wall / Wand

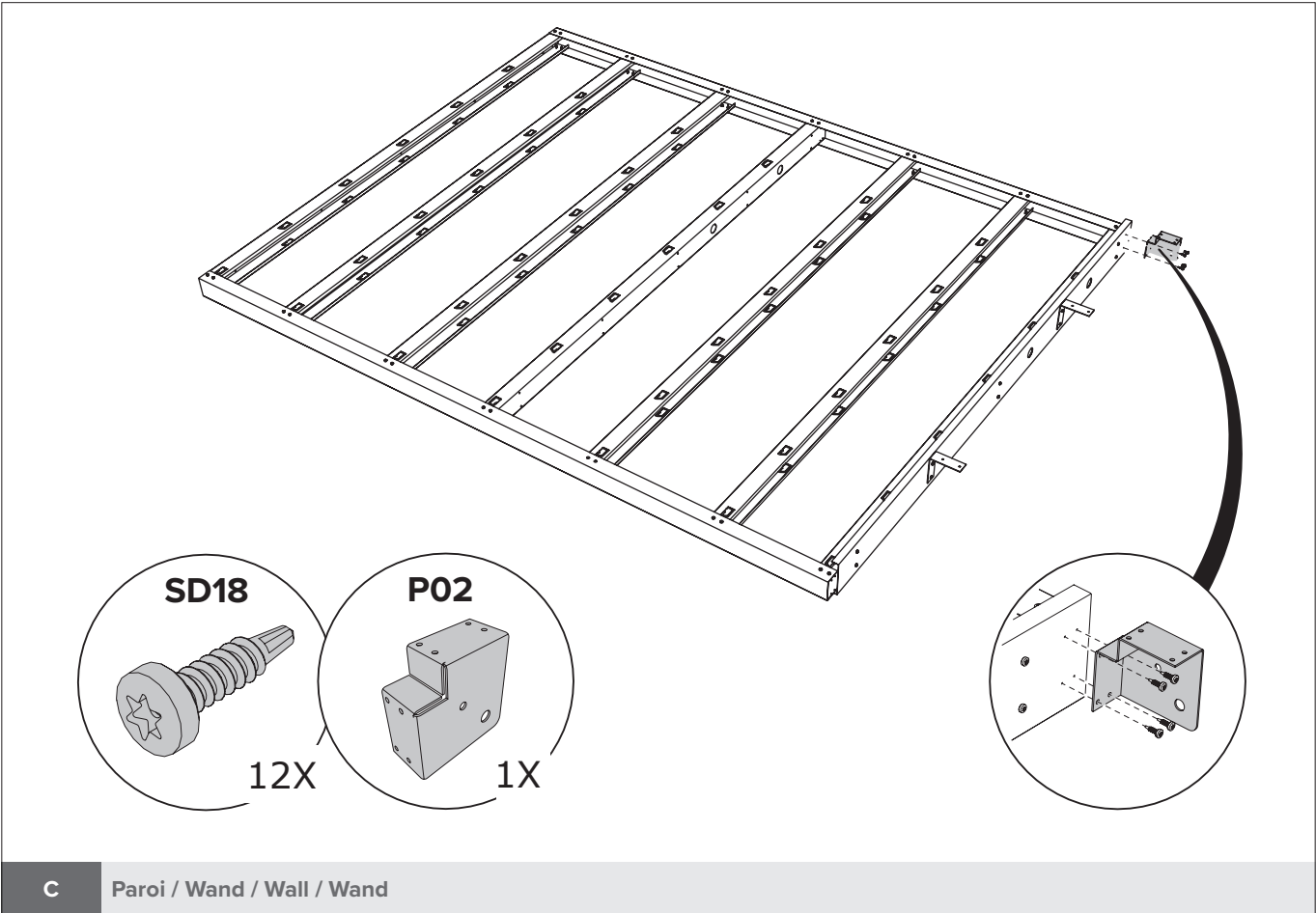
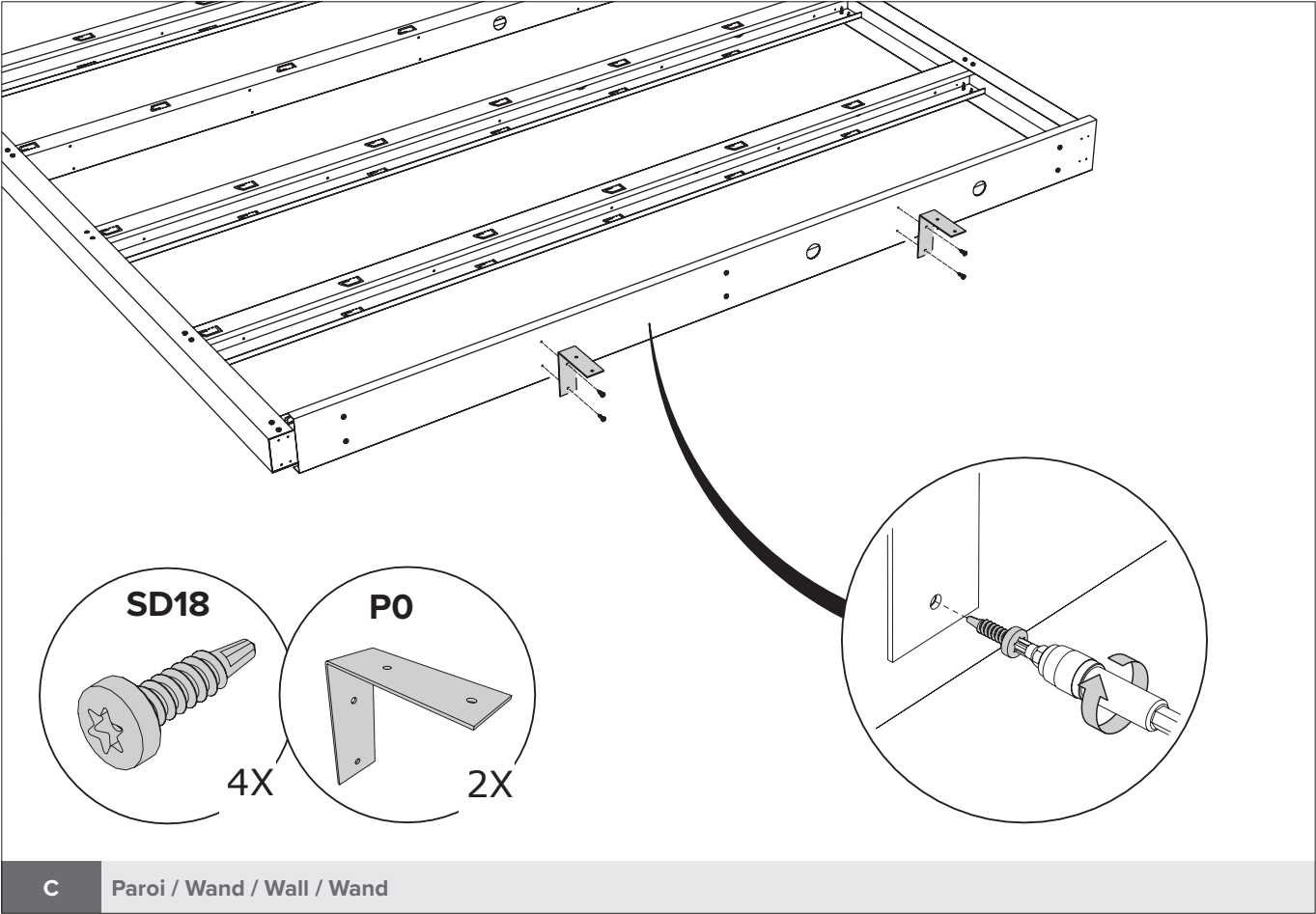
Le principe de la construction du mur, voir pages 8 à 11 (POW).  
 Het principe van de opbouw van de wand, zie pagina 8 tot en met 11 (POW).  
 The principle of building the wall, see pages 8 through 11 (POW).  
 Das Prinzip des Baus der Mauer finden Sie auf den Seiten 8 bis 11 (P W).

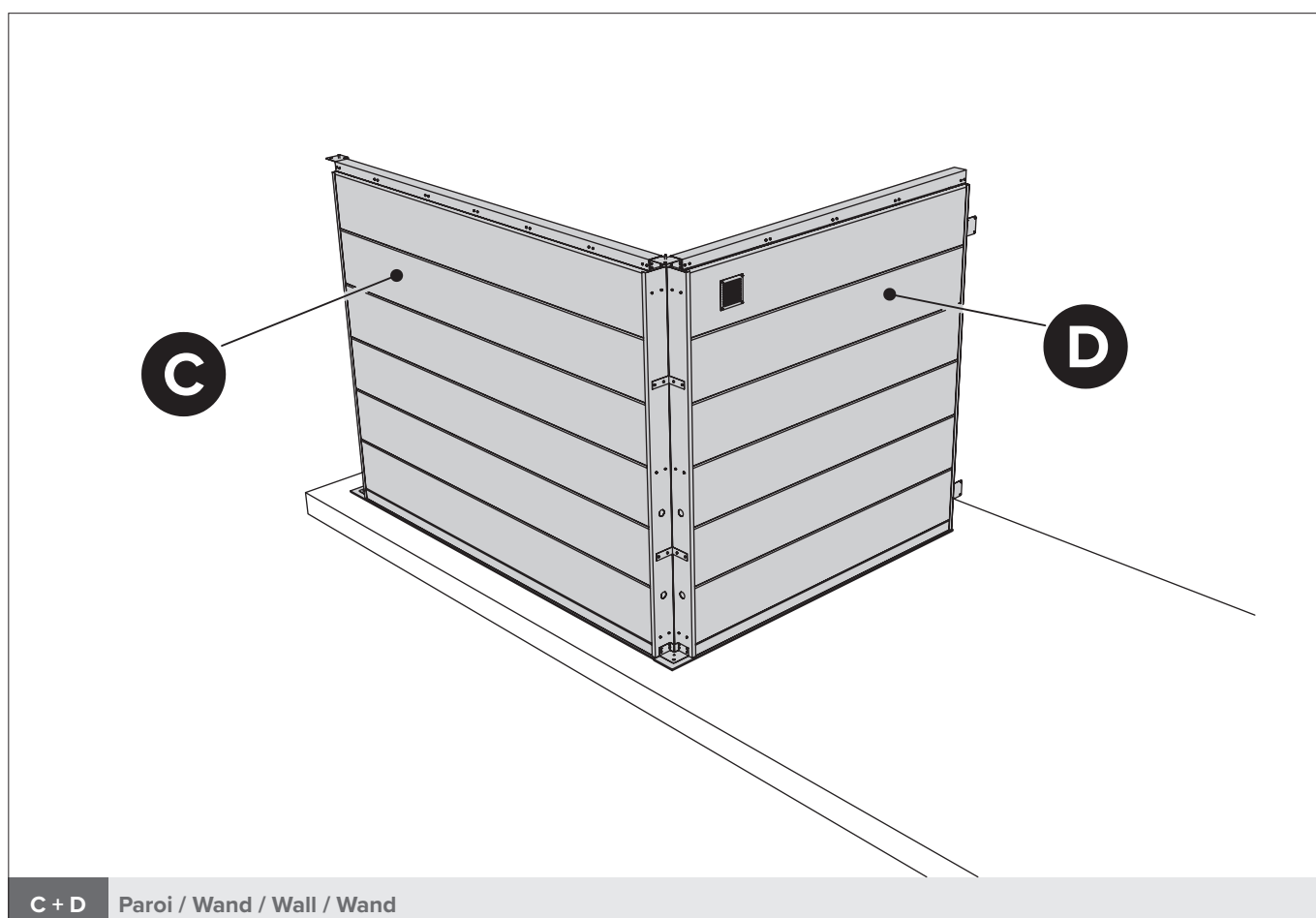
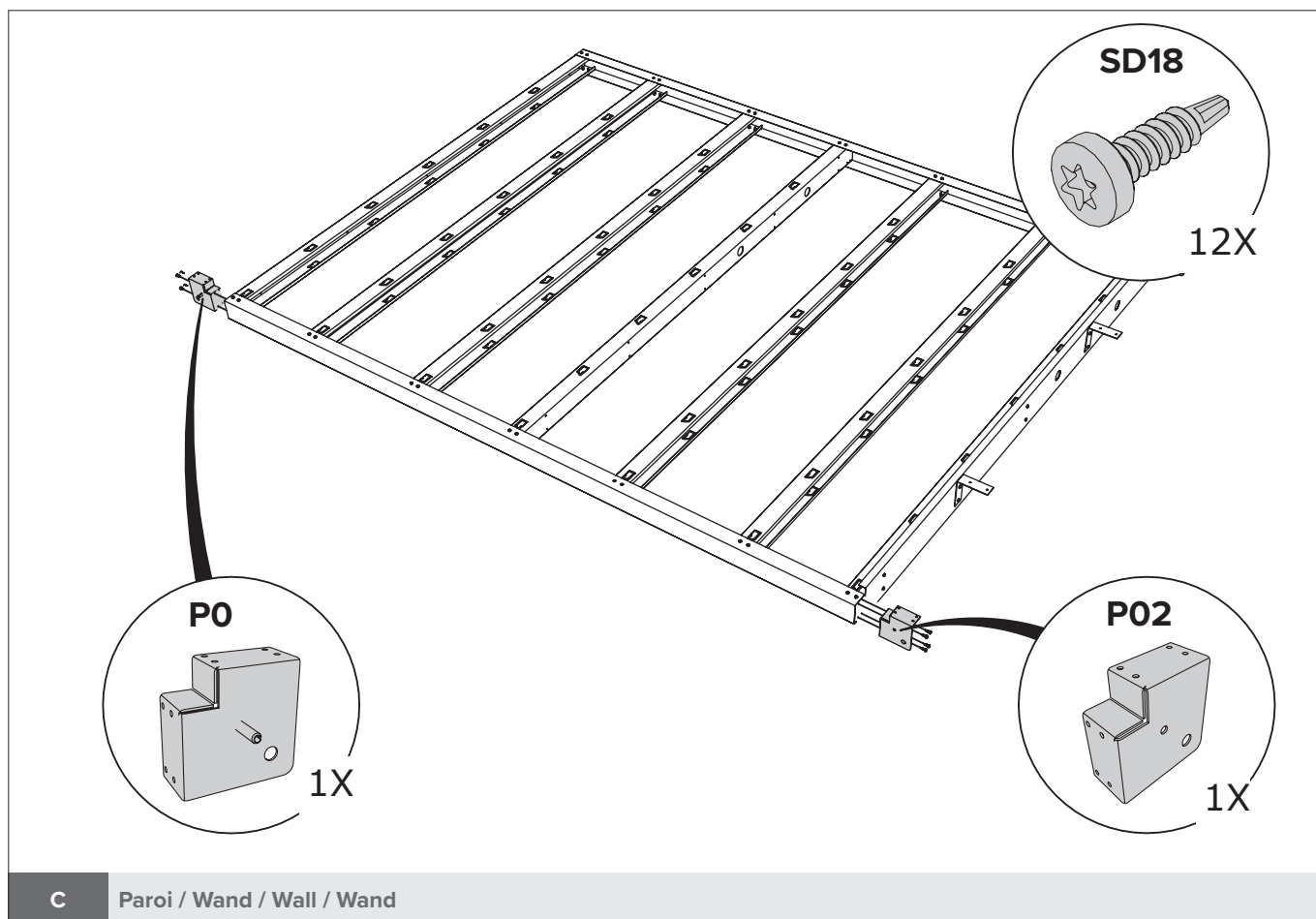


C Paroi / Wand / Wall / Wand

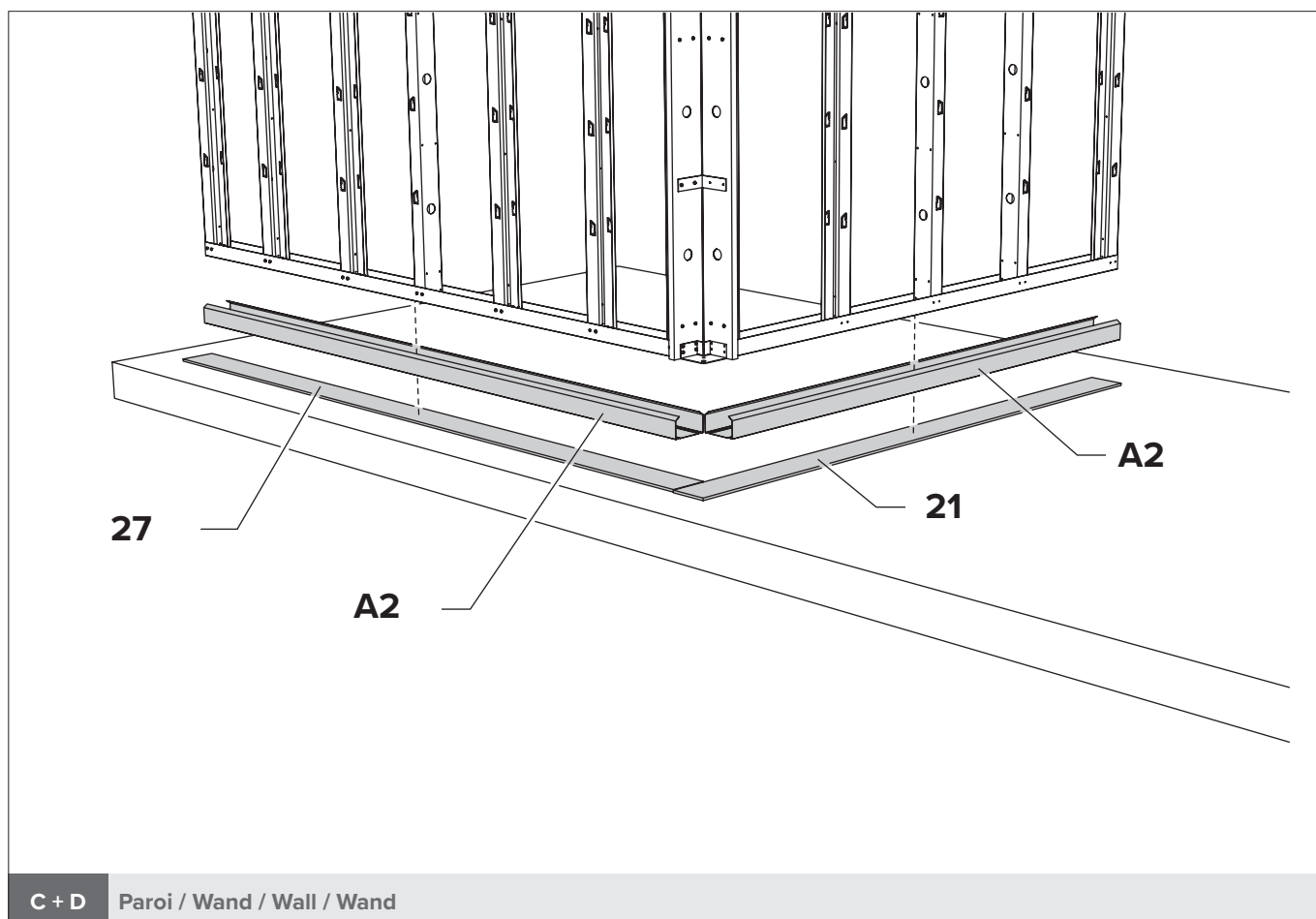
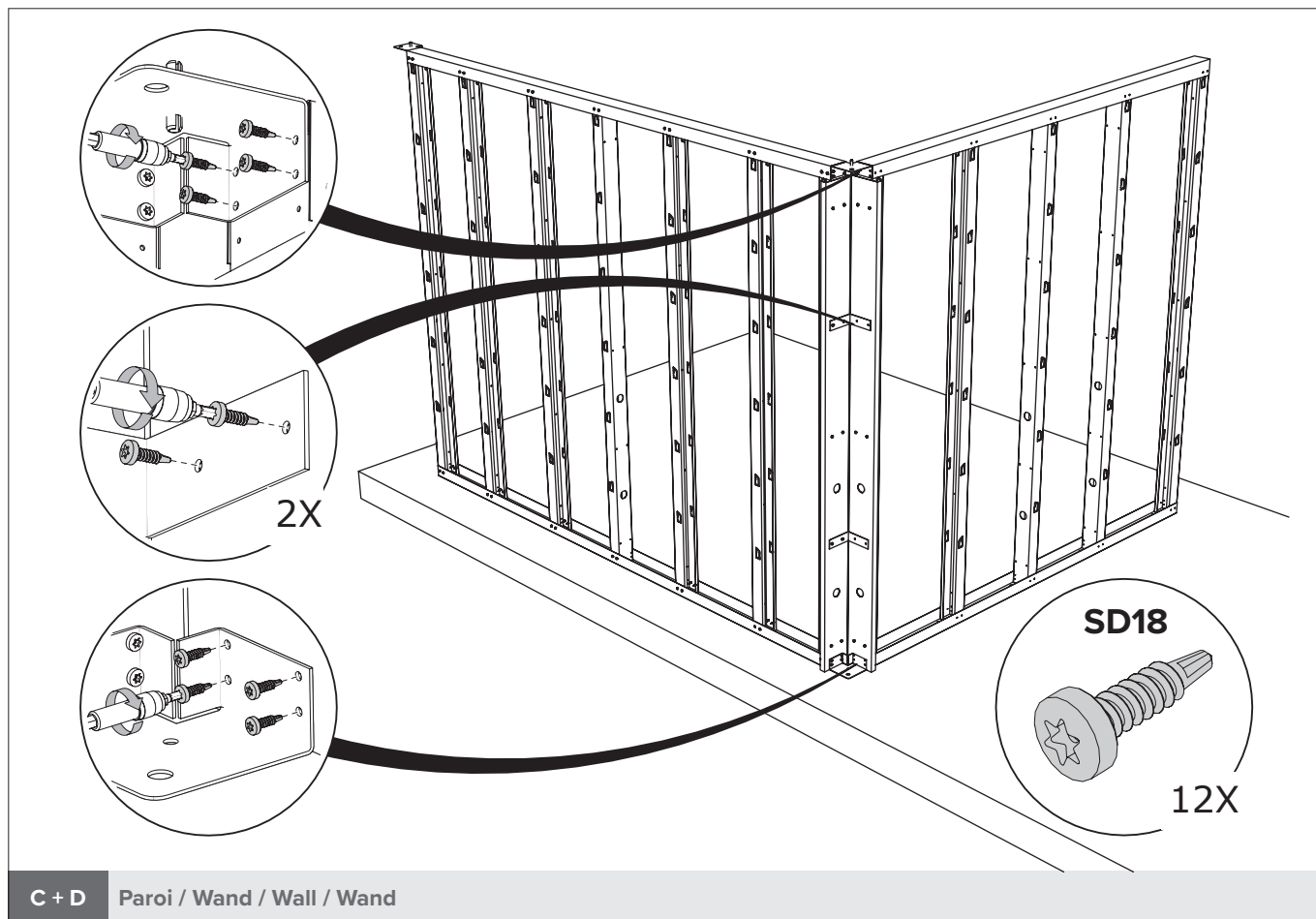


C Paroi / Wand / Wall / Wand





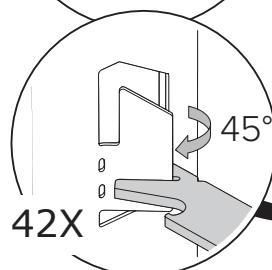
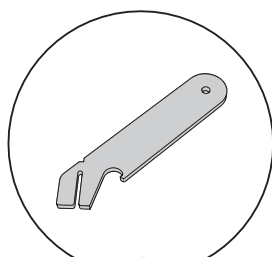
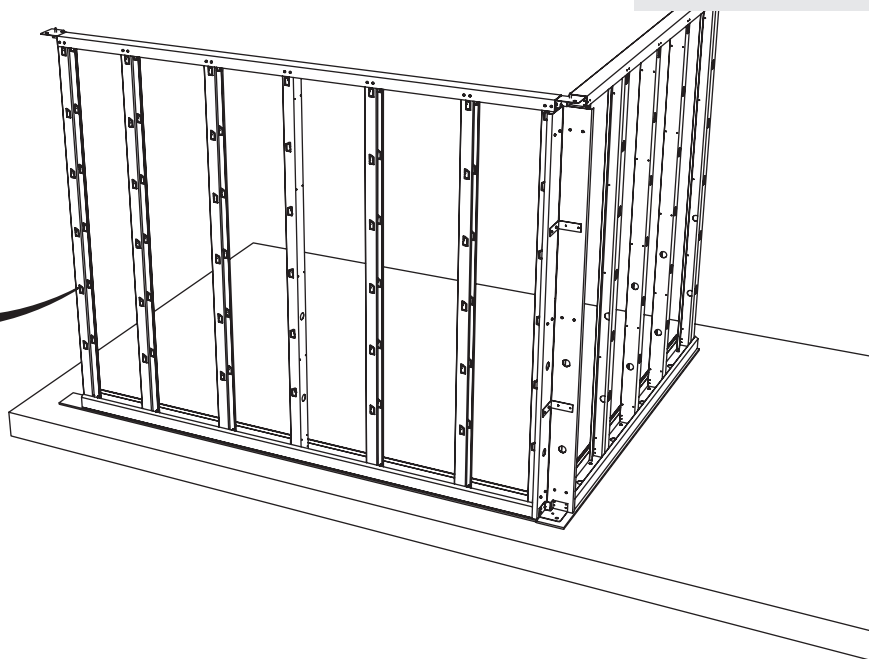
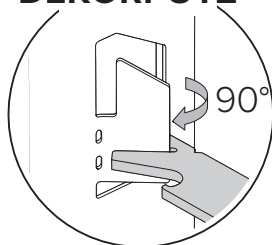




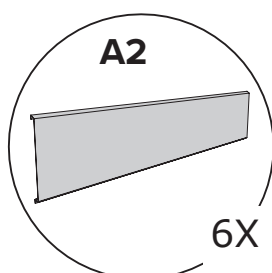
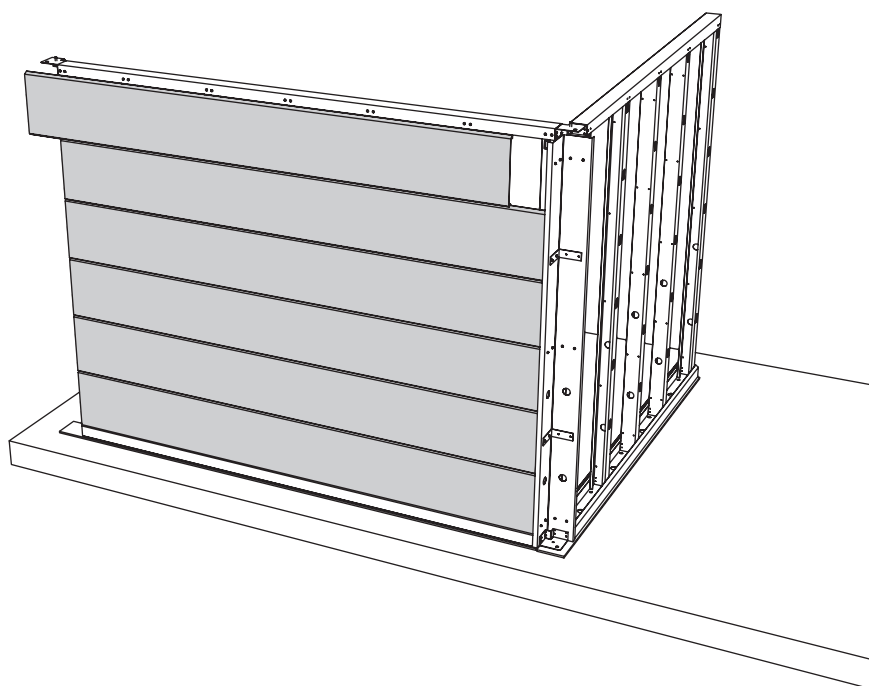
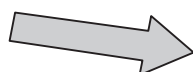


**Option Dekorputz:**

Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten

**DEKORPUTZ**

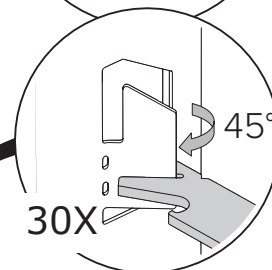
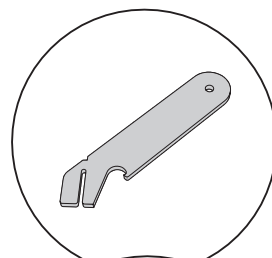
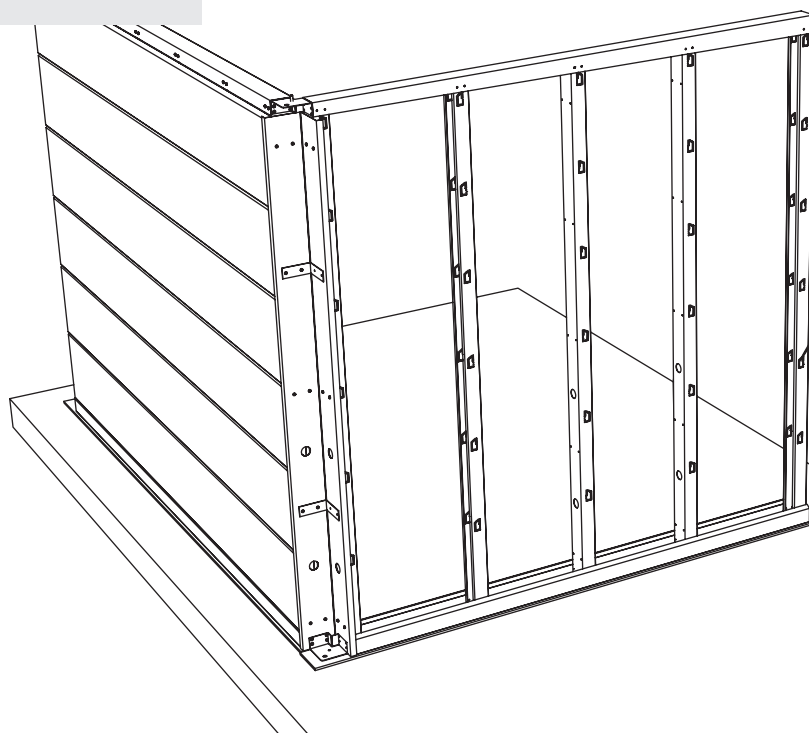
**C + D** Paroi / Wand / Wall / Wand



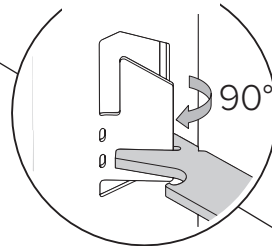
**C + D** Paroi / Wand / Wall / Wand

**Option Dekorputz:**

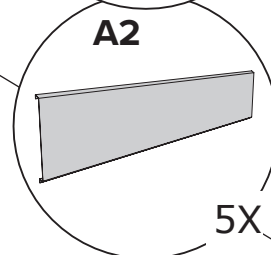
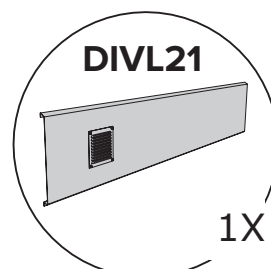
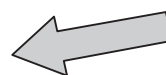
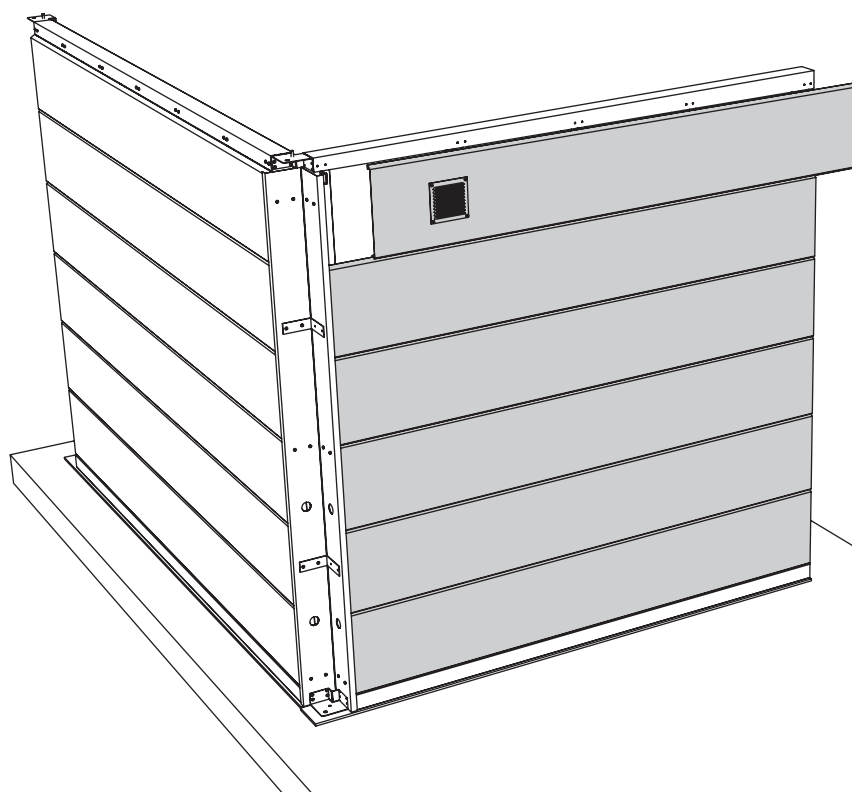
Plier les crochets à 90°  
Hoekjes plooiën op 90°  
Corners fold at 90°  
Ecken um 90° falten



**DEKORPUTZ**

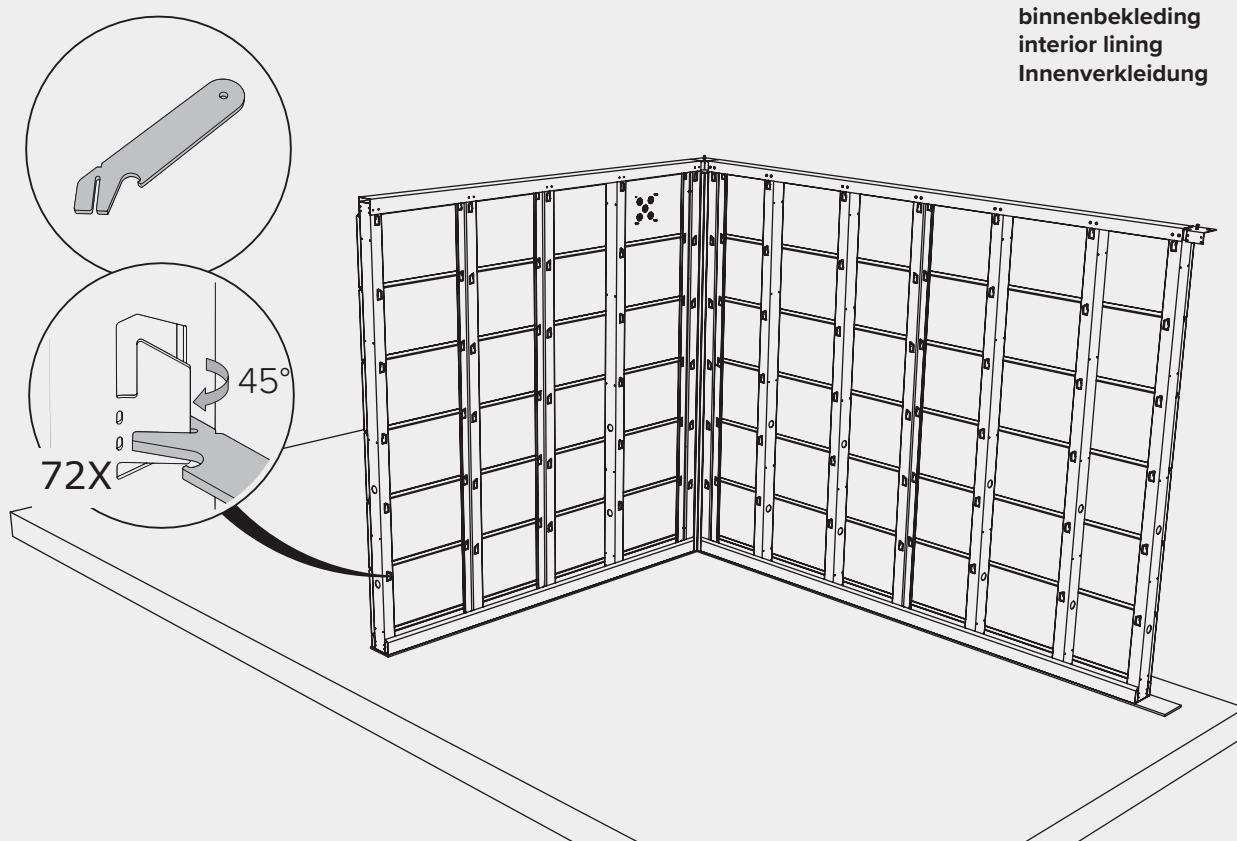


**C + D** Paroi / Wand / Wall / Wand



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

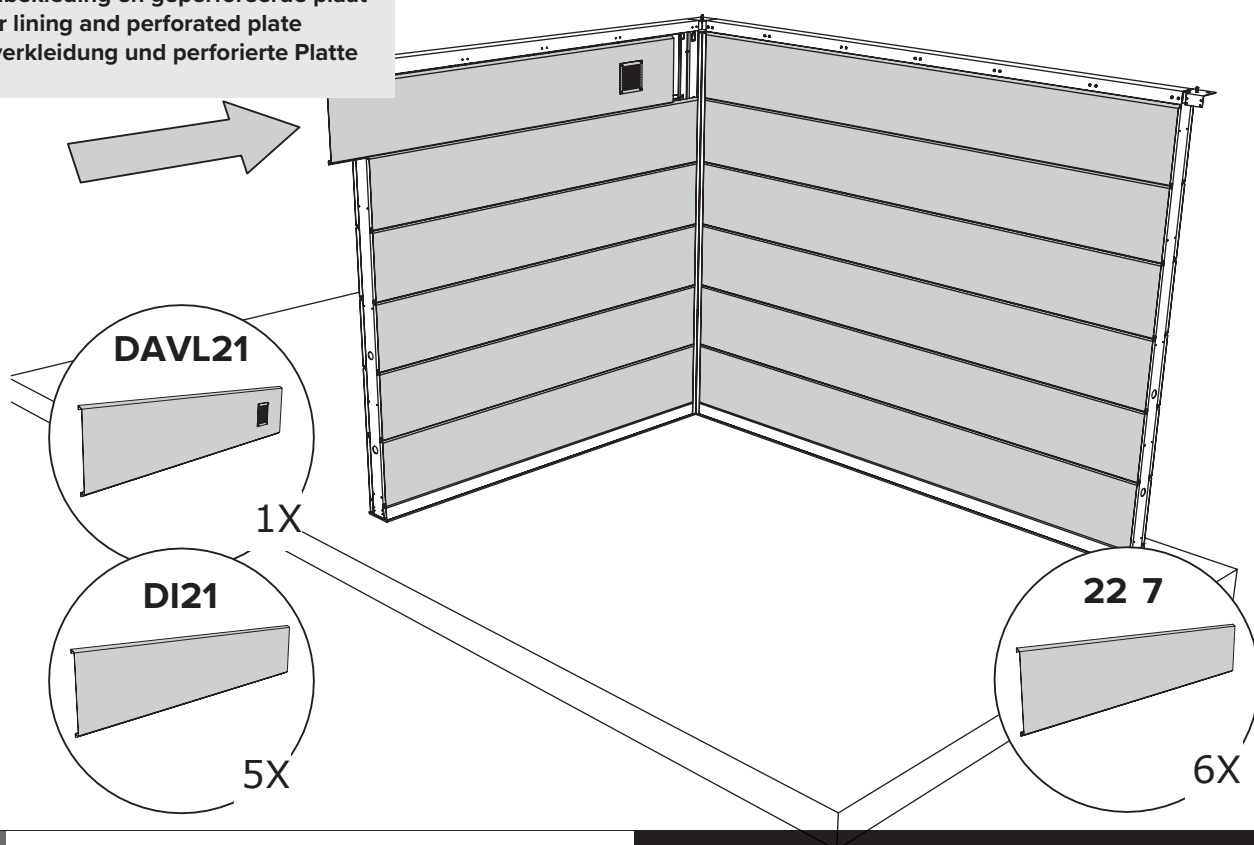
revêtement intérieur  
binnenbekleding  
interior lining  
Innenverkleidung



C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

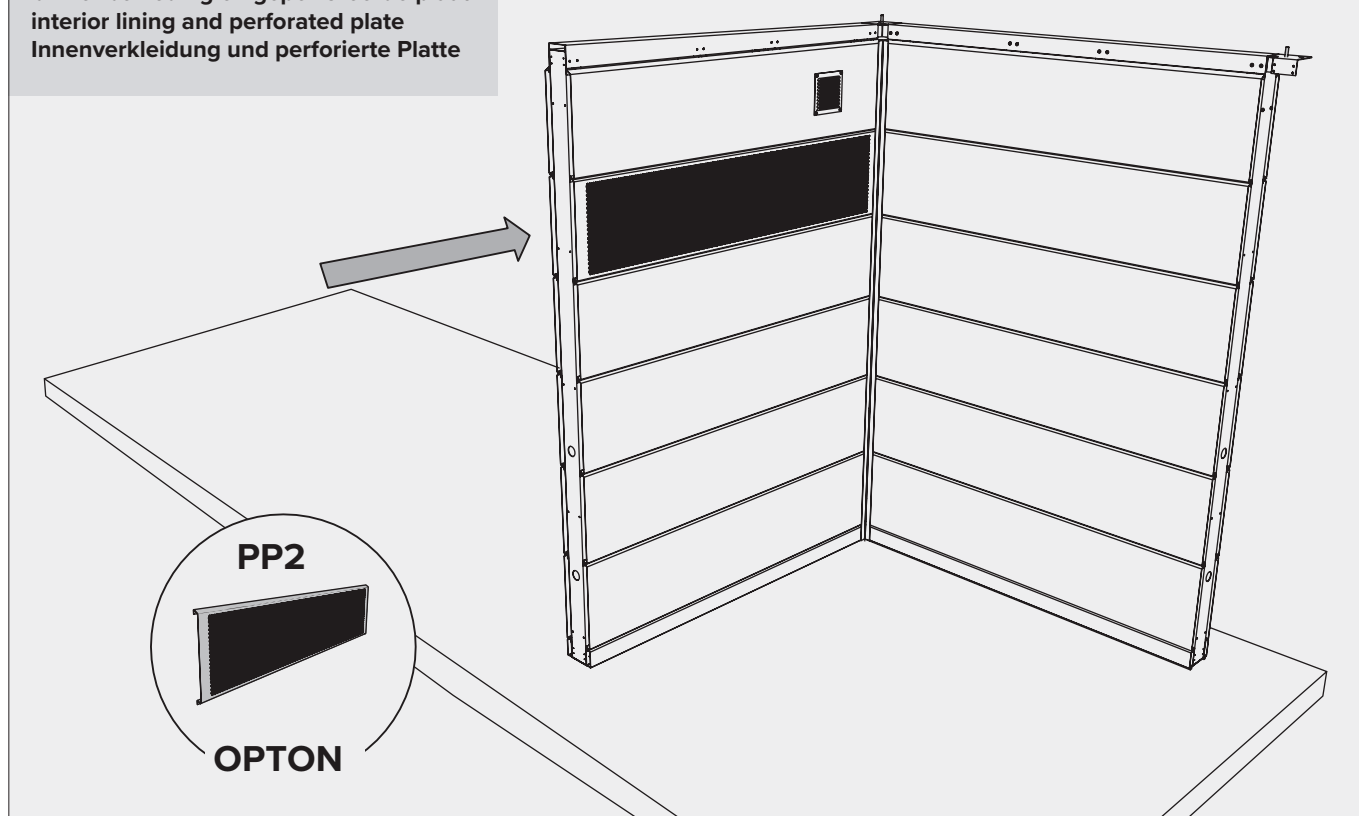
revêtement intérieur et plaque perforée  
binnenbekleding en geperforeerde plaat  
interior lining and perforated plate  
Innenverkleidung und perforierte Platte



C + D Paroi / Wand / Wall / Wand

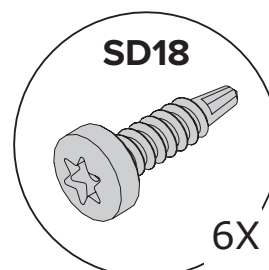
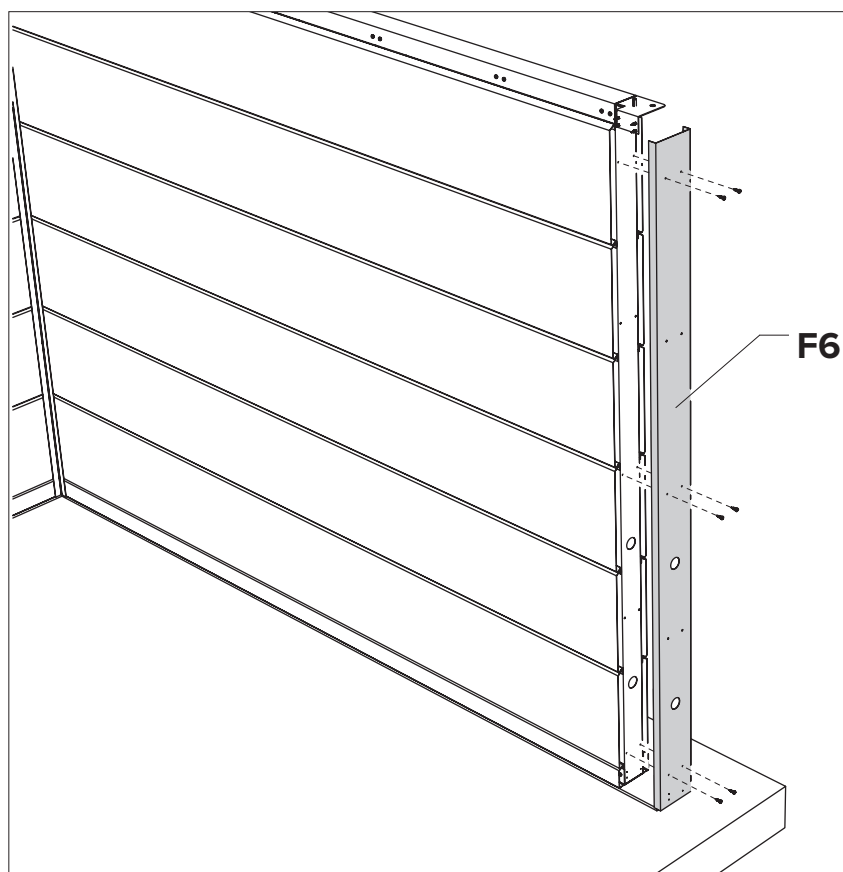
Option / Optie / Option / Option

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

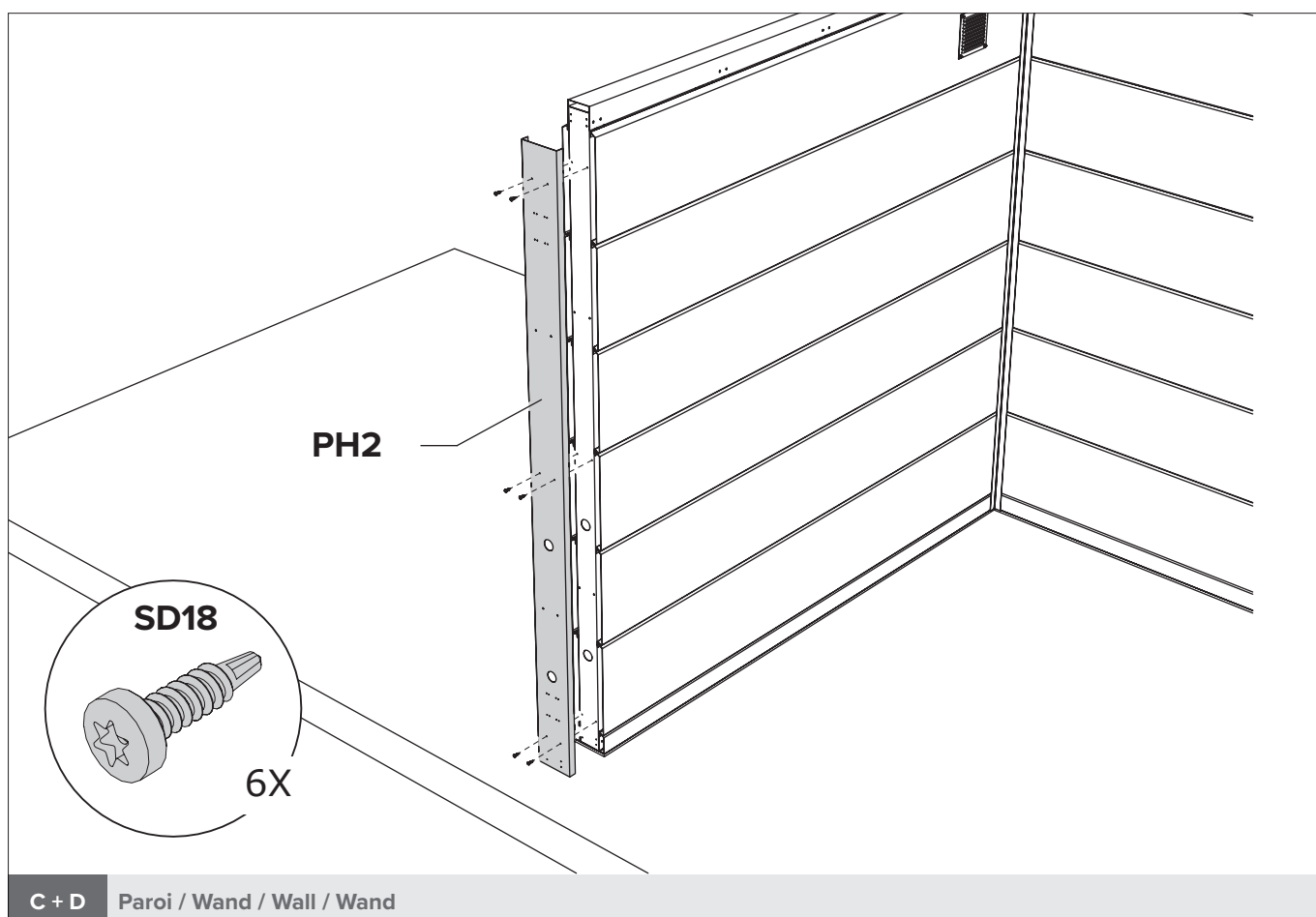
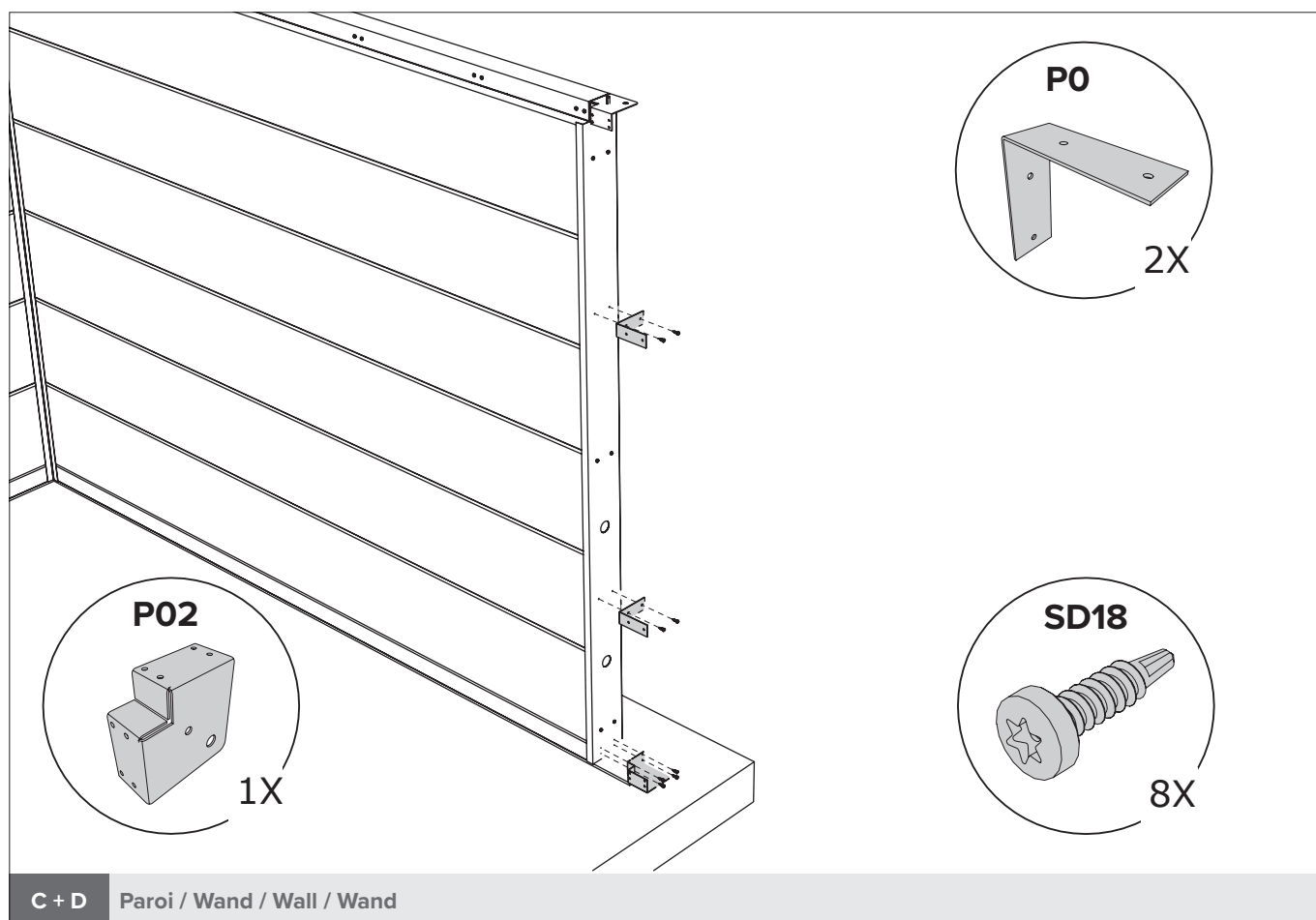


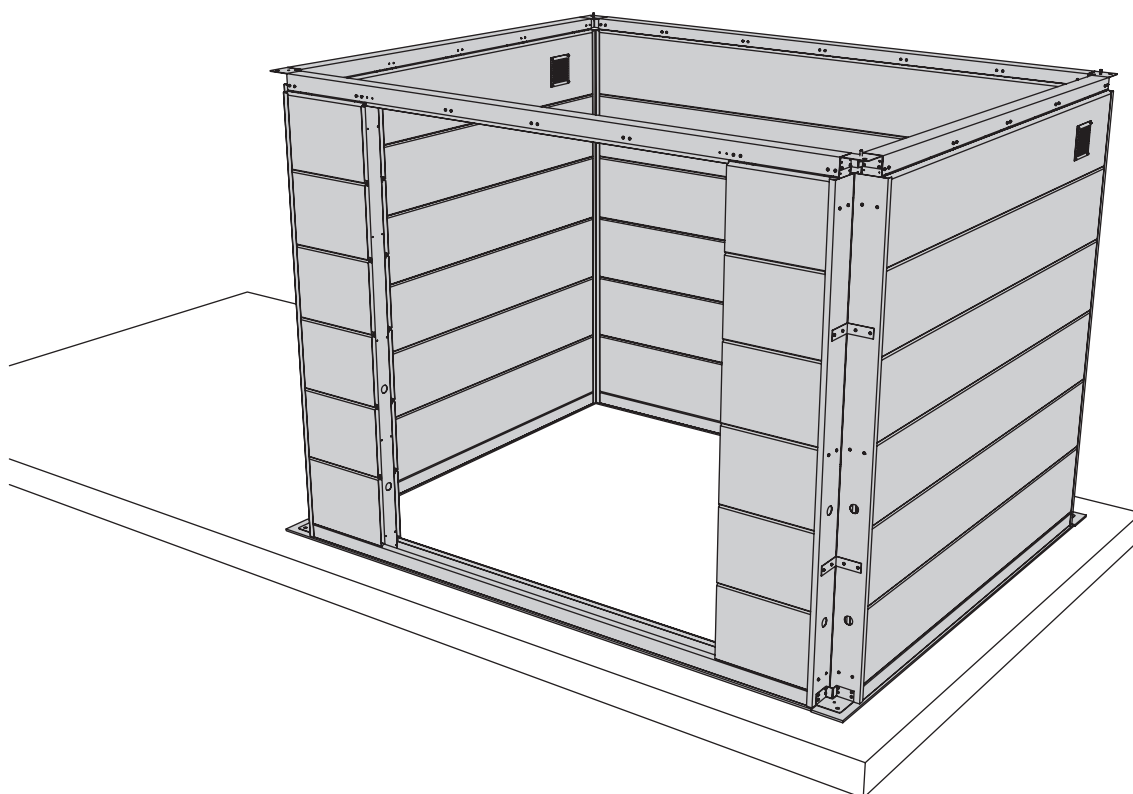
C + D Paroi / Wand / Wall / Wand

Option / Optie / Option / Option

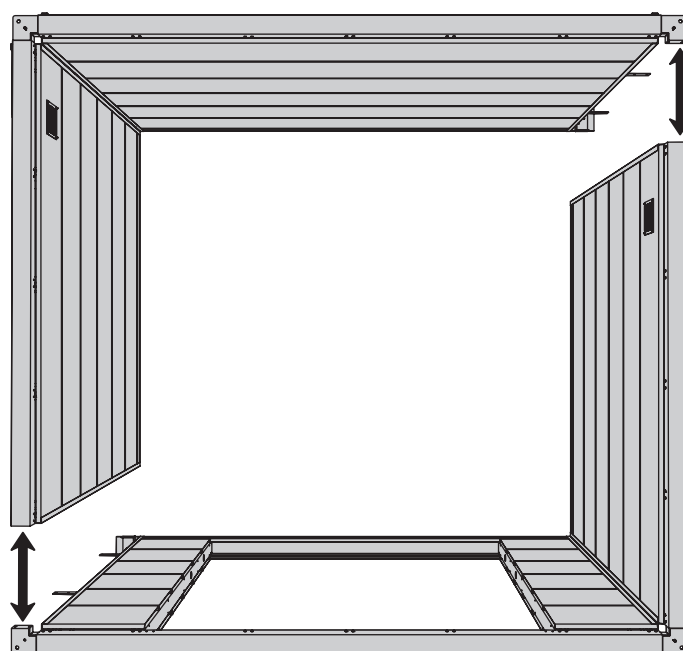


C + D Paroi / Wand / Wall / Wand

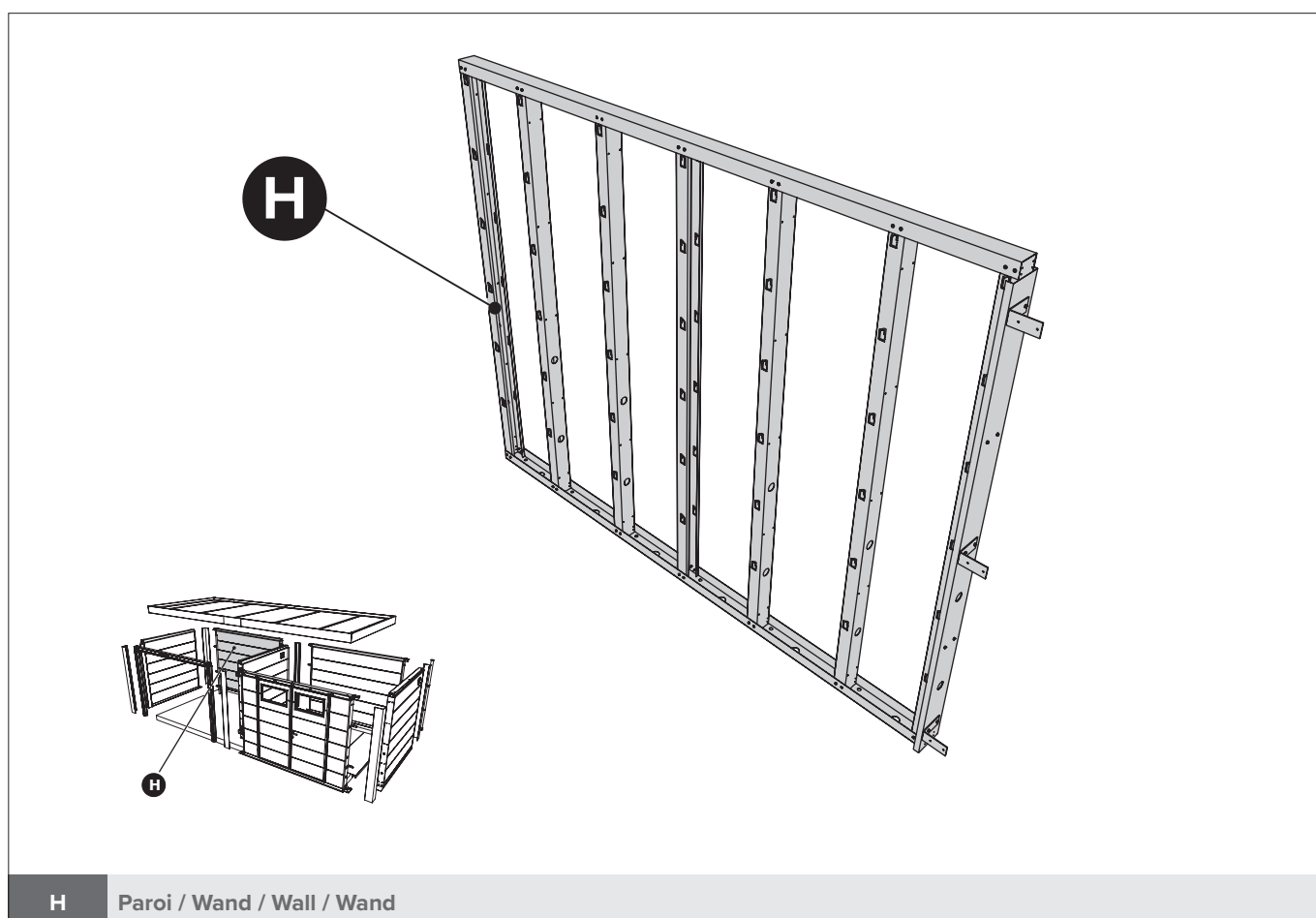
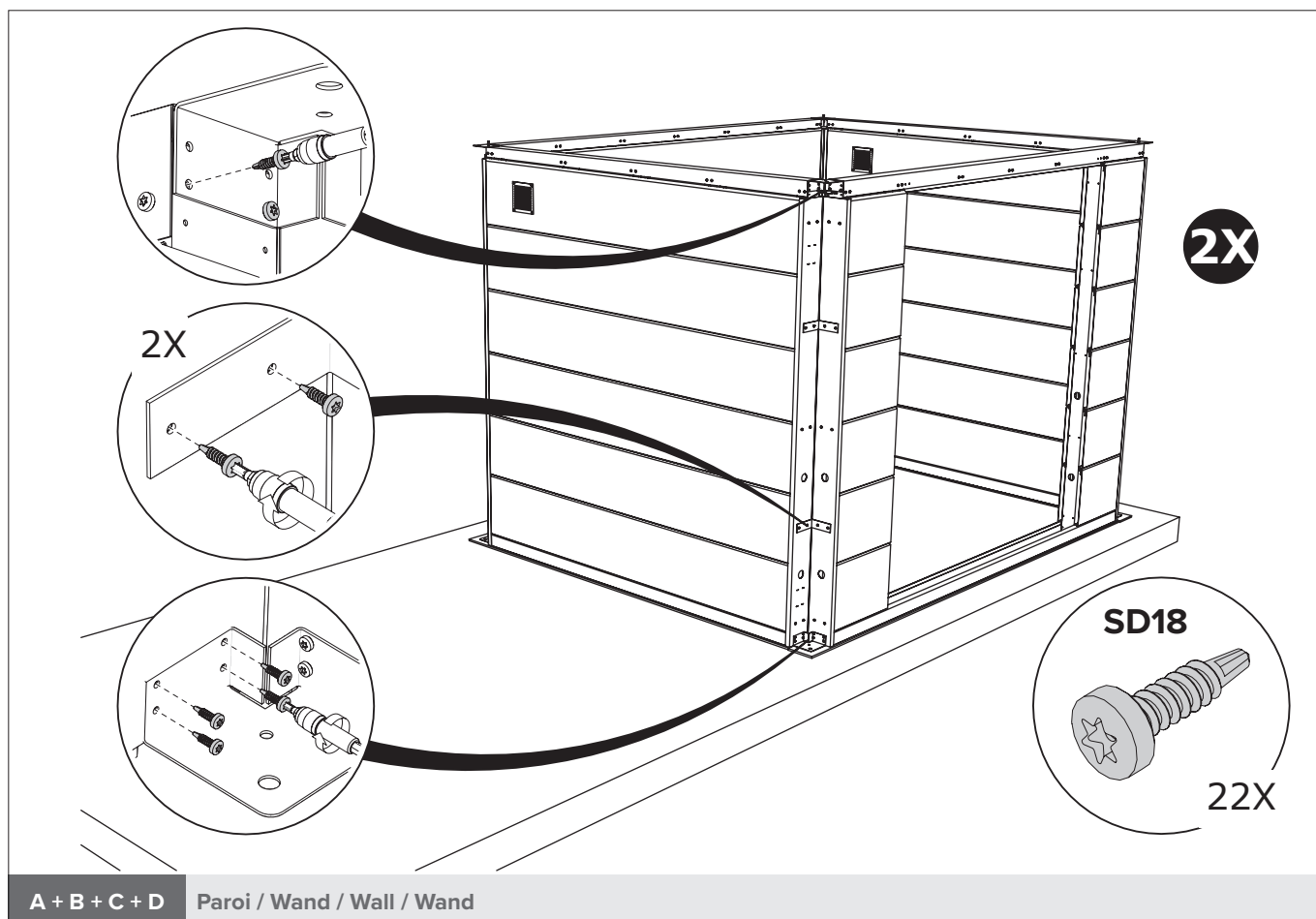




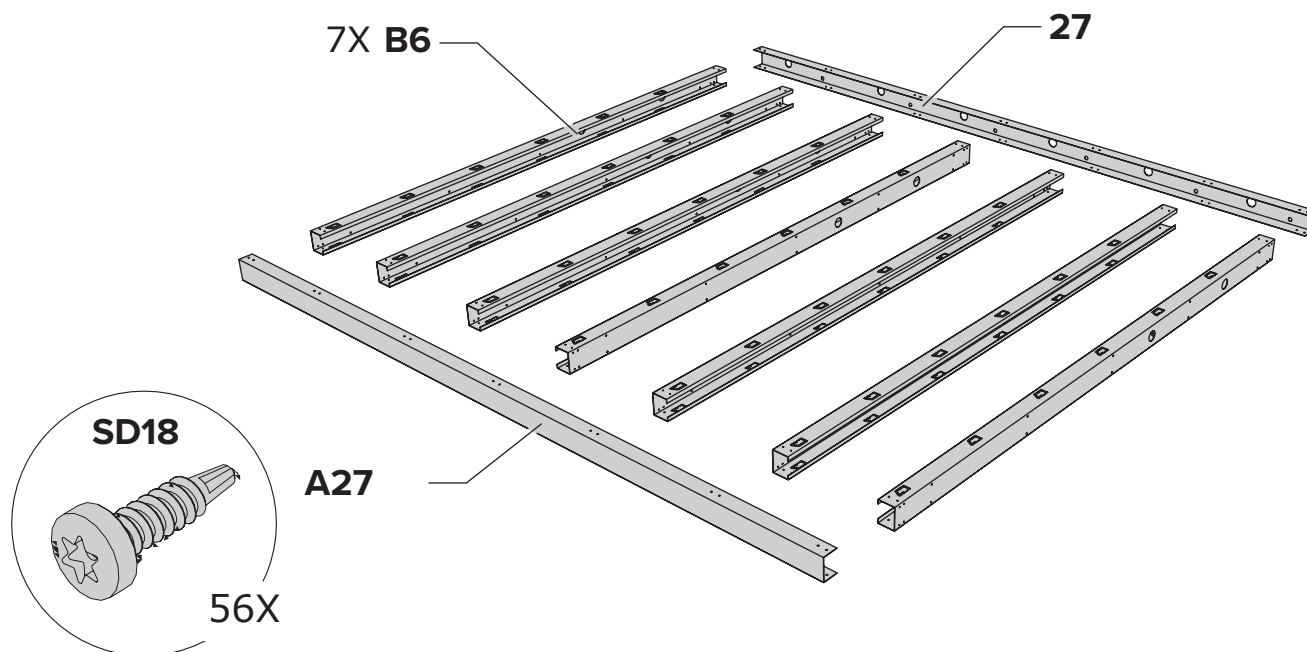
**A + B + C + D** Paroi / Wand / Wall / Wand



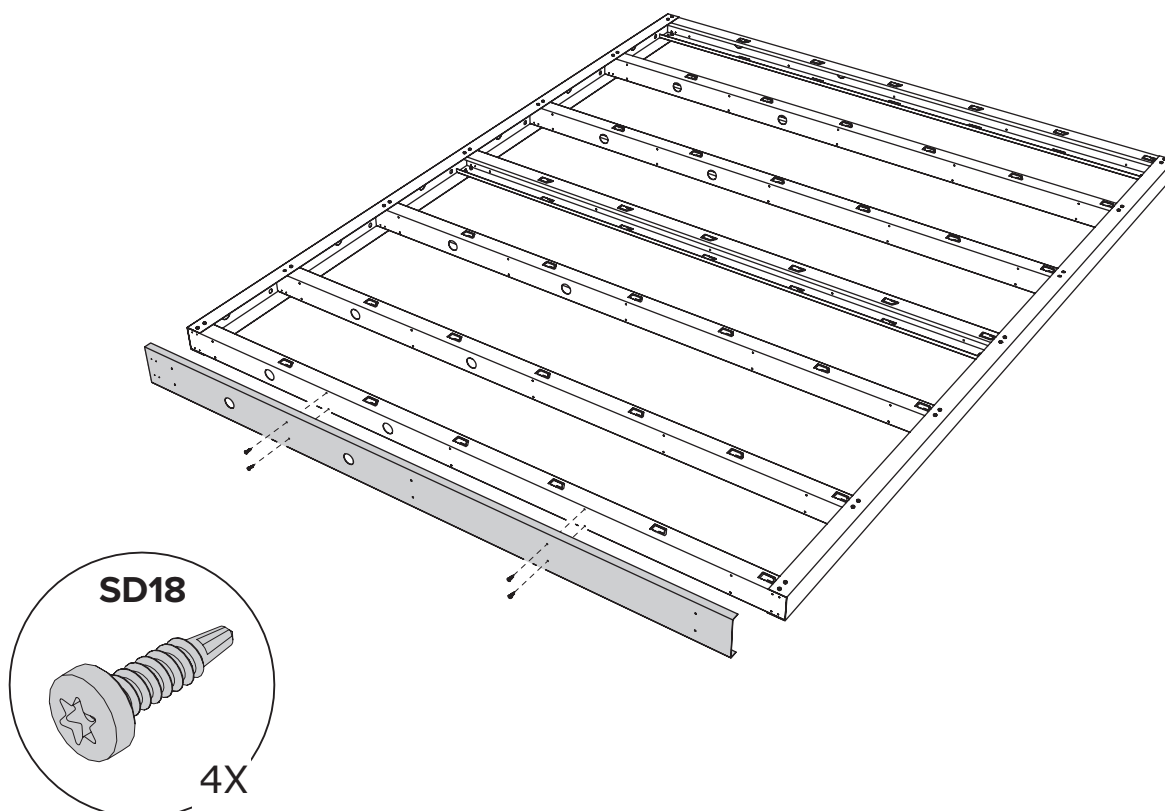
**A + B + C + D** Paroi / Wand / Wall / Wand



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 (P W).

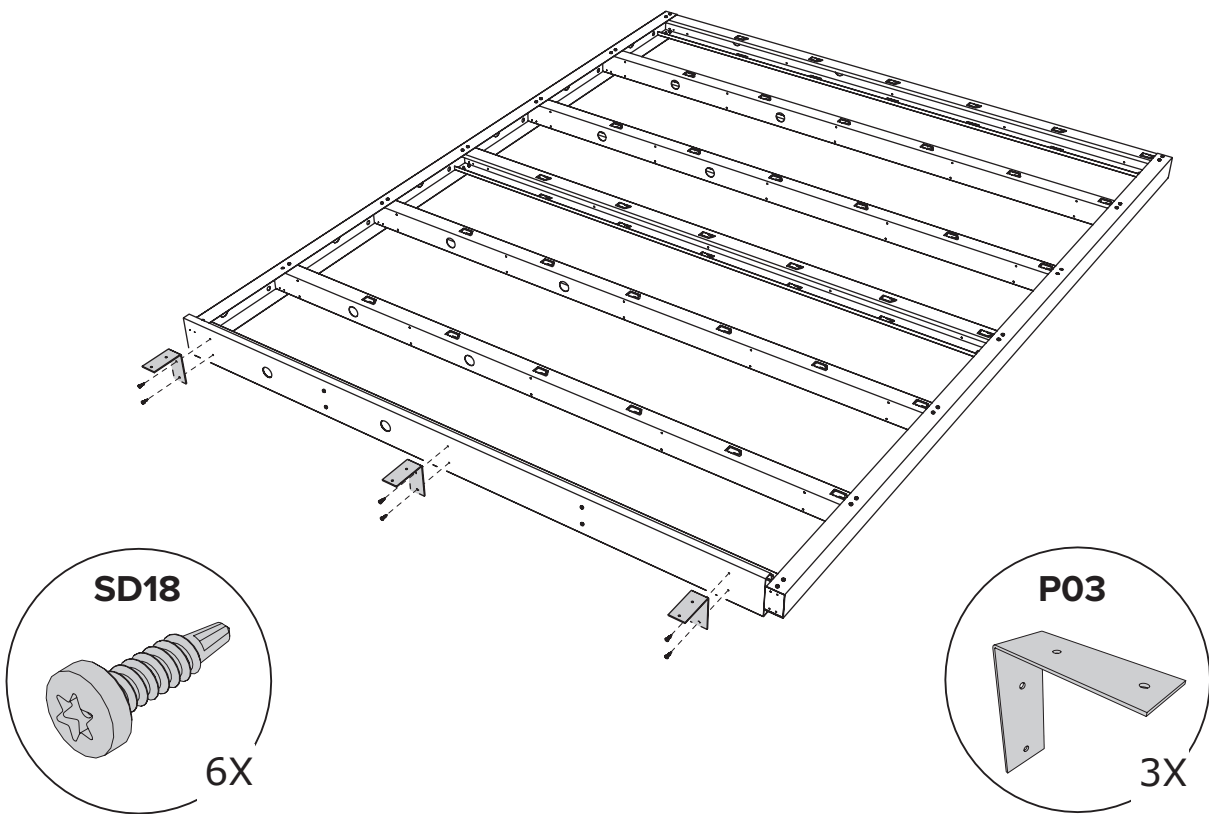


H Paroi / Wand / Wall / Wand



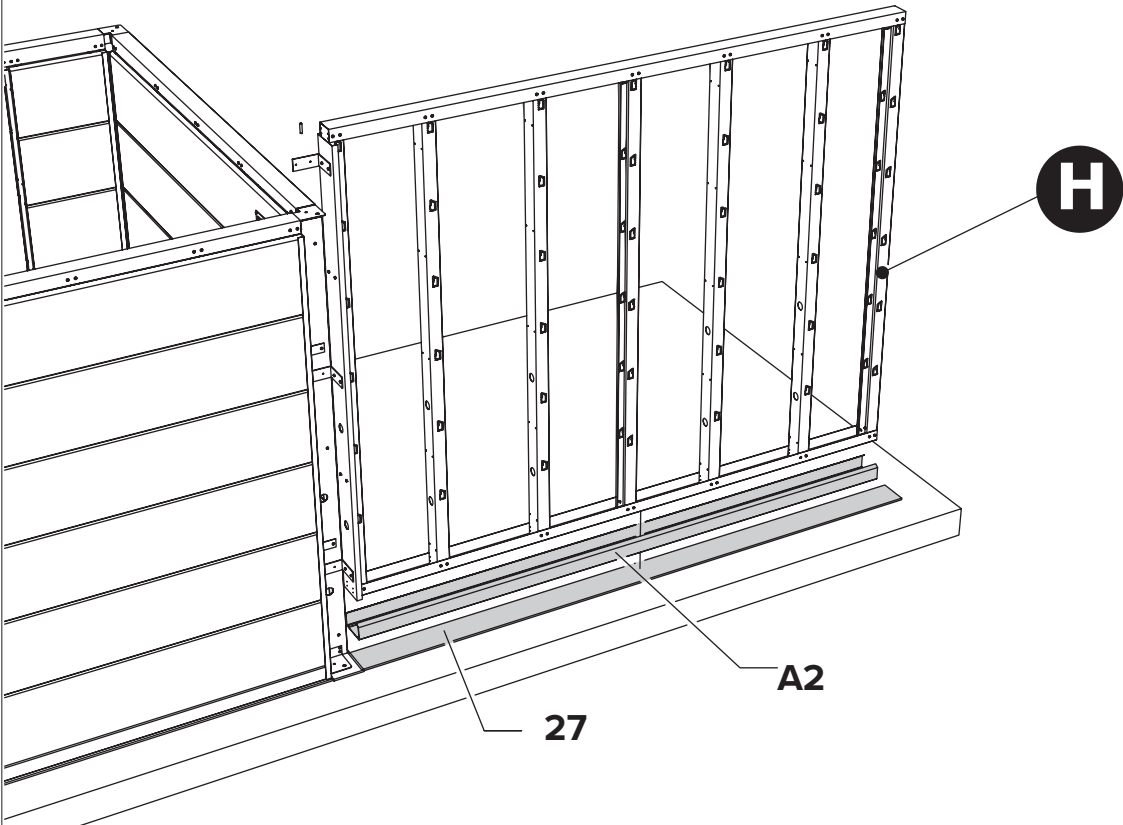
H Paroi / Wand / Wall / Wand





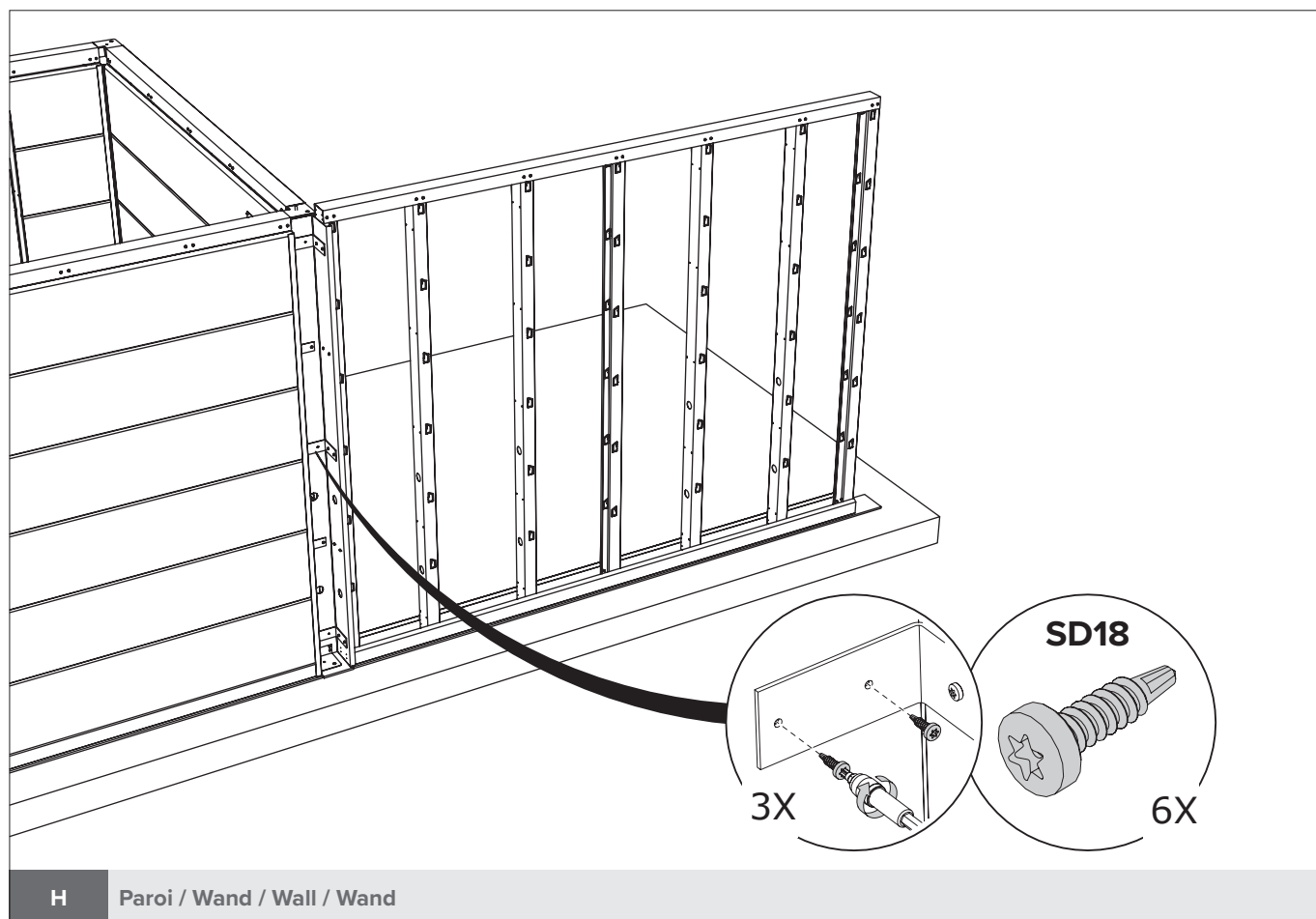
H

Paroi / Wand / Wall / Wand



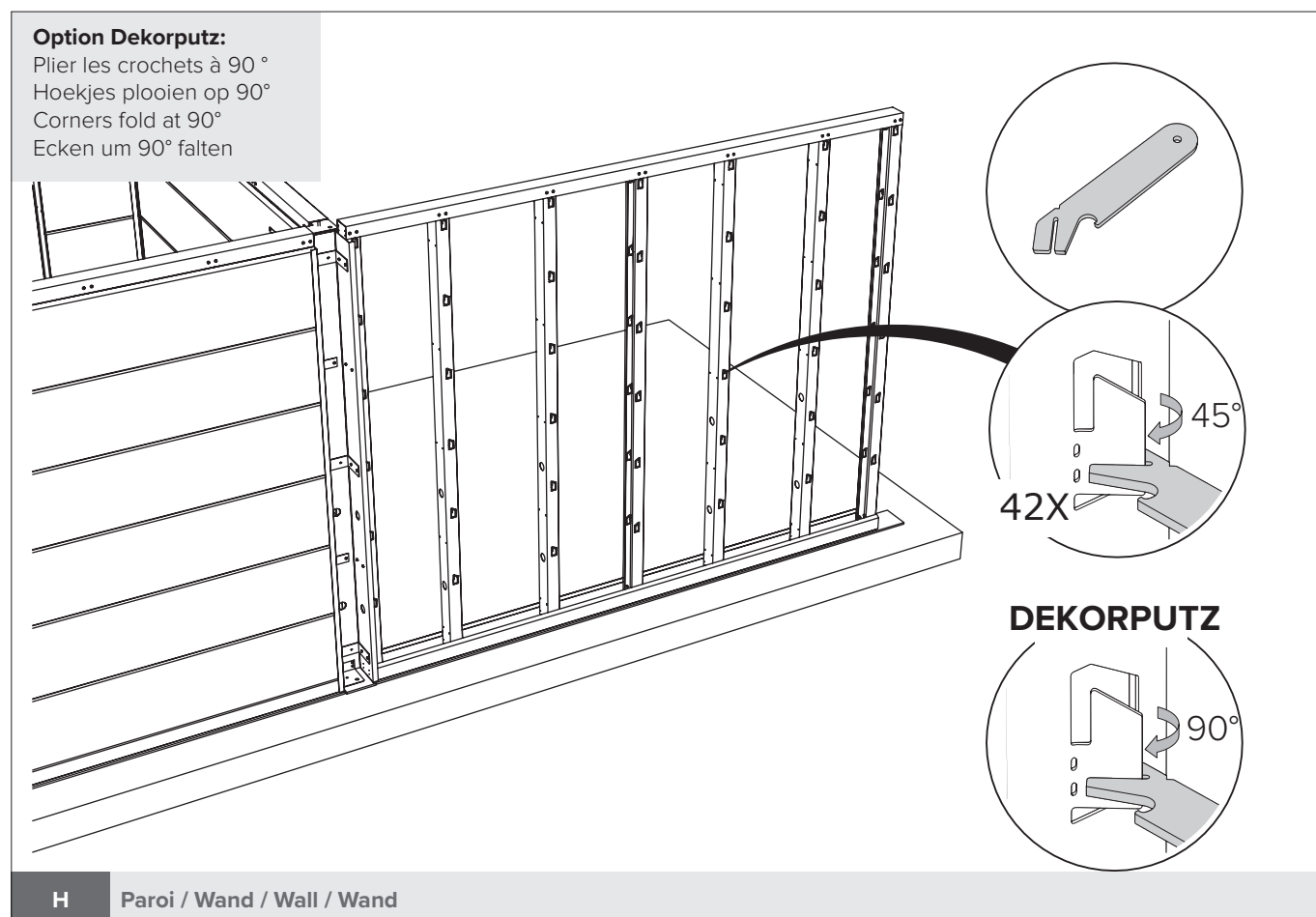
H

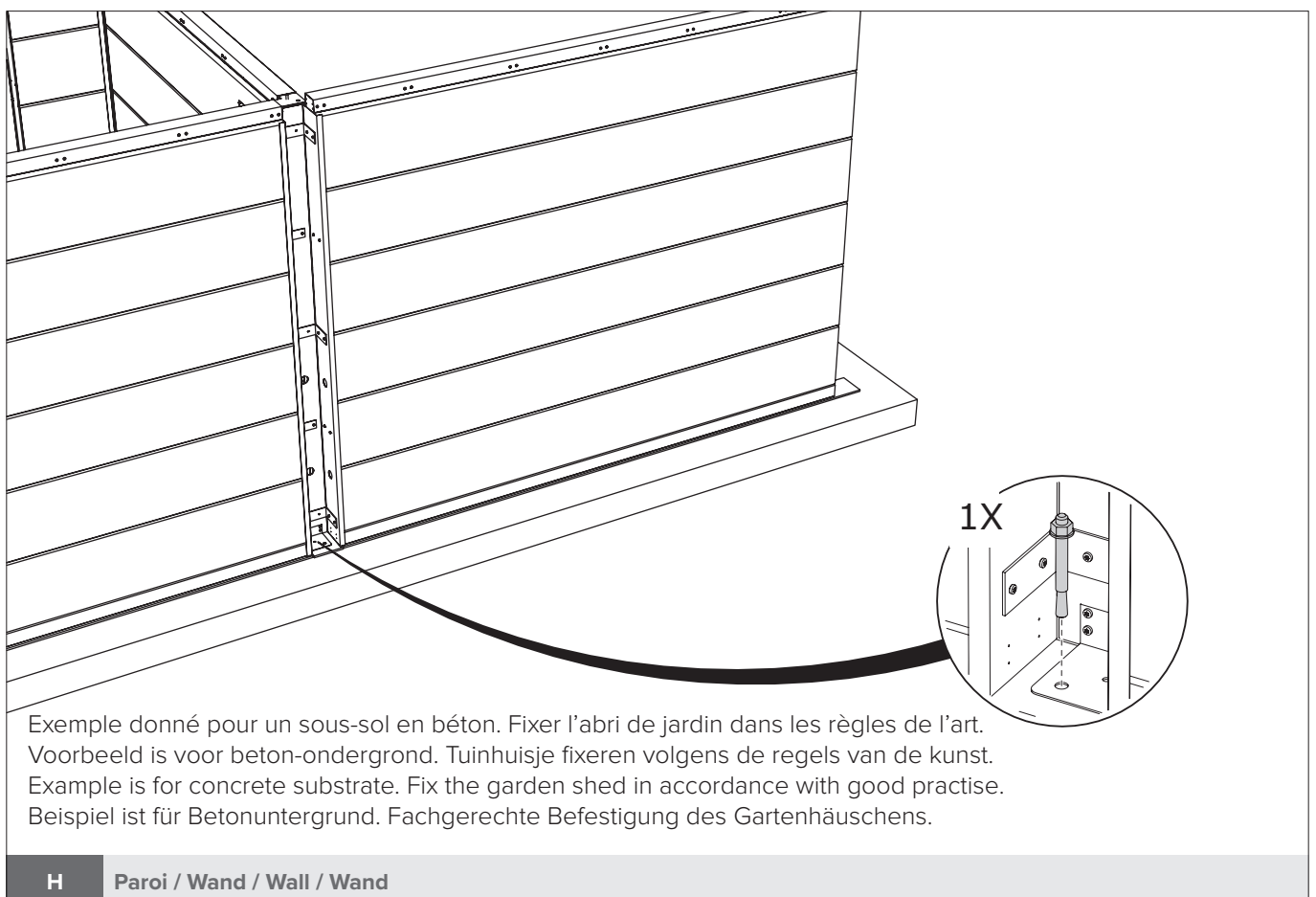
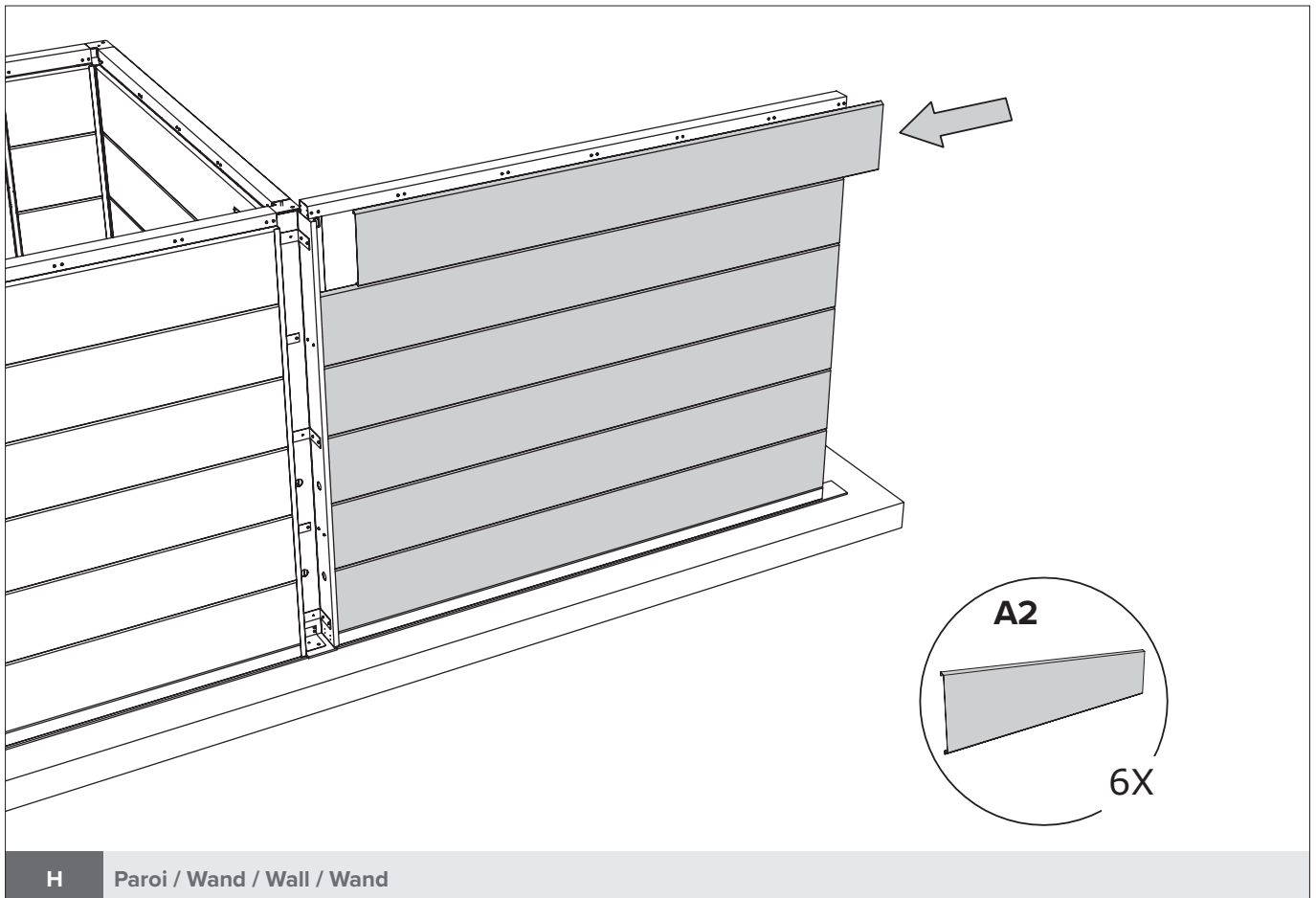
Paroi / Wand / Wall / Wand

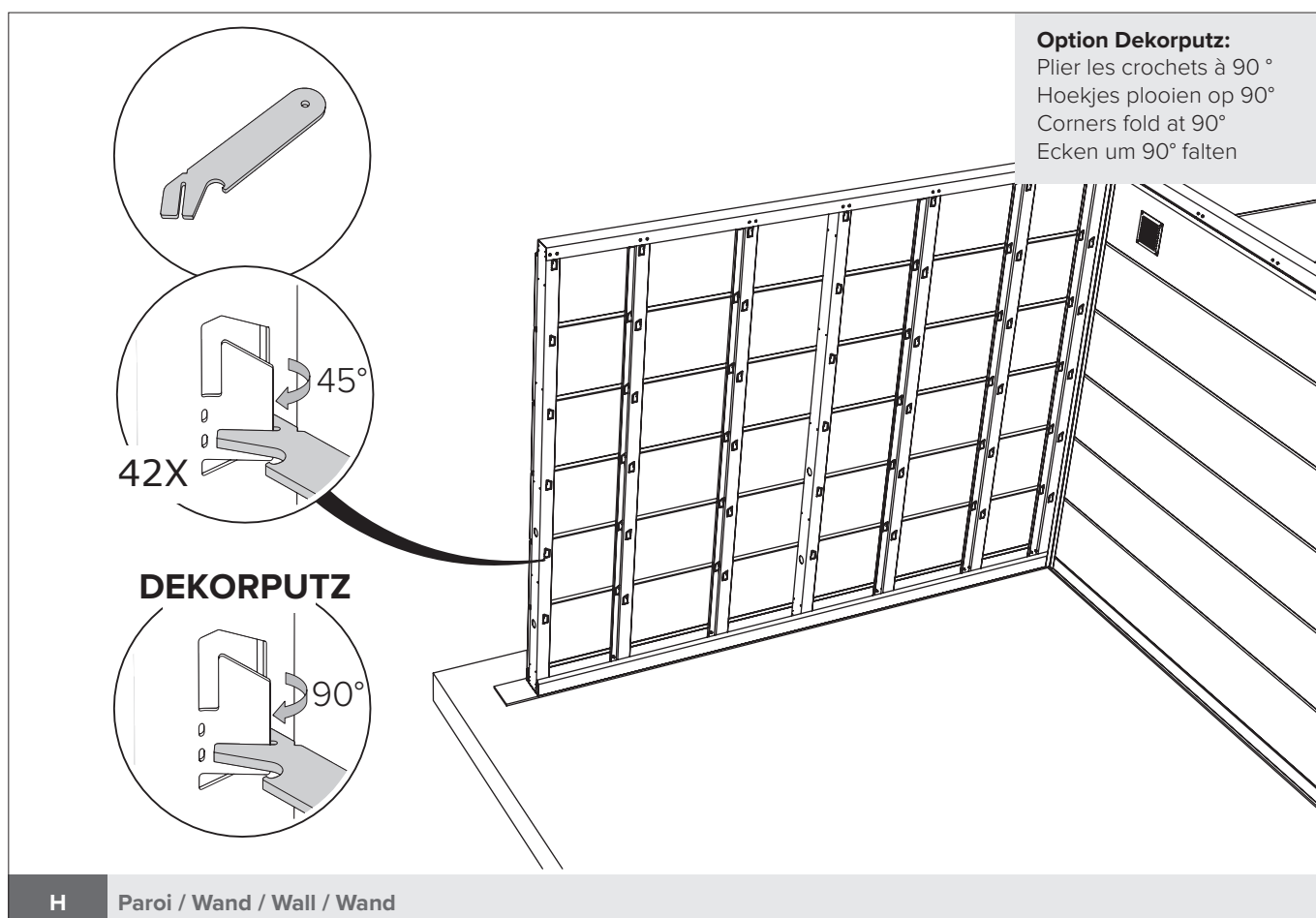
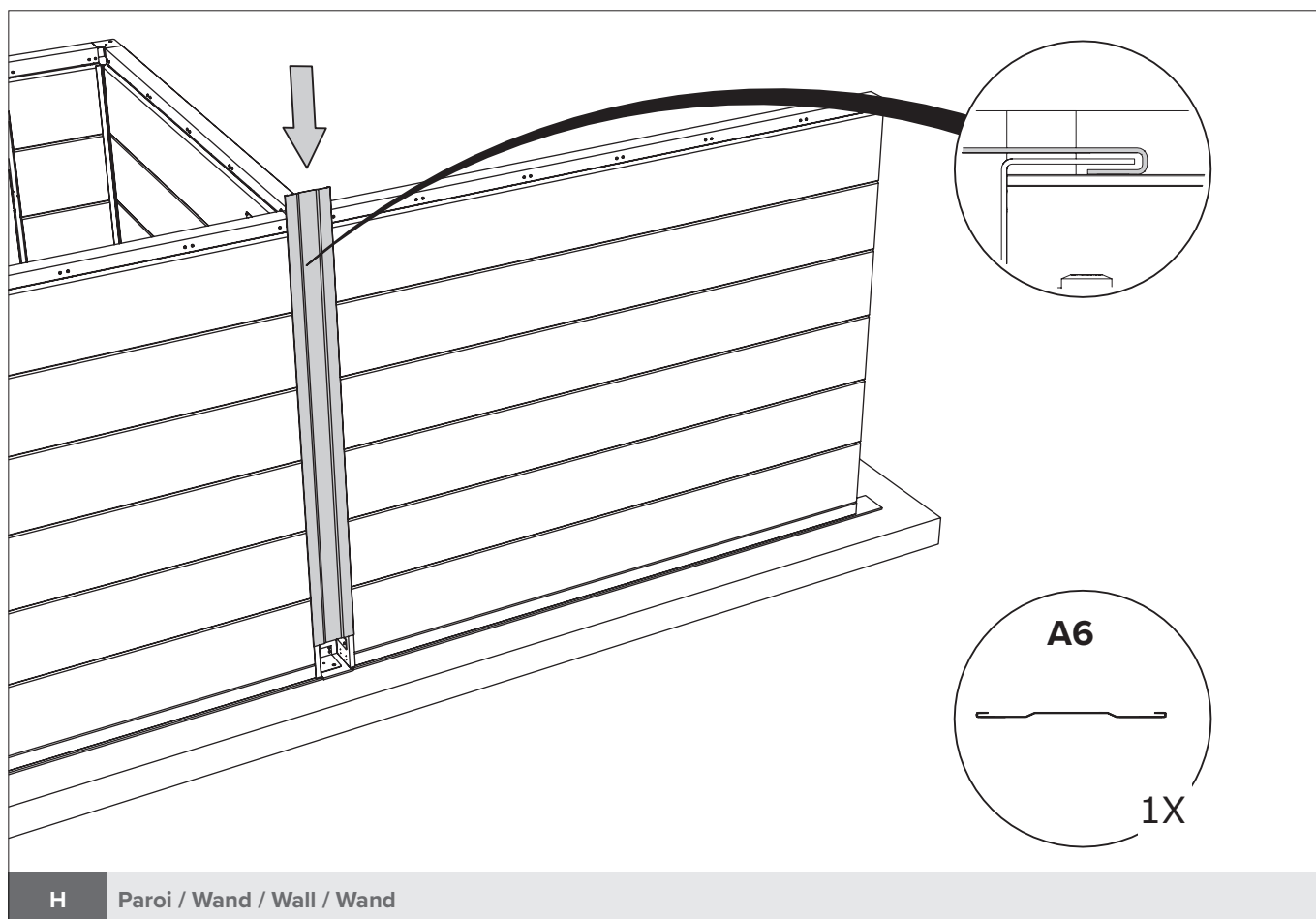


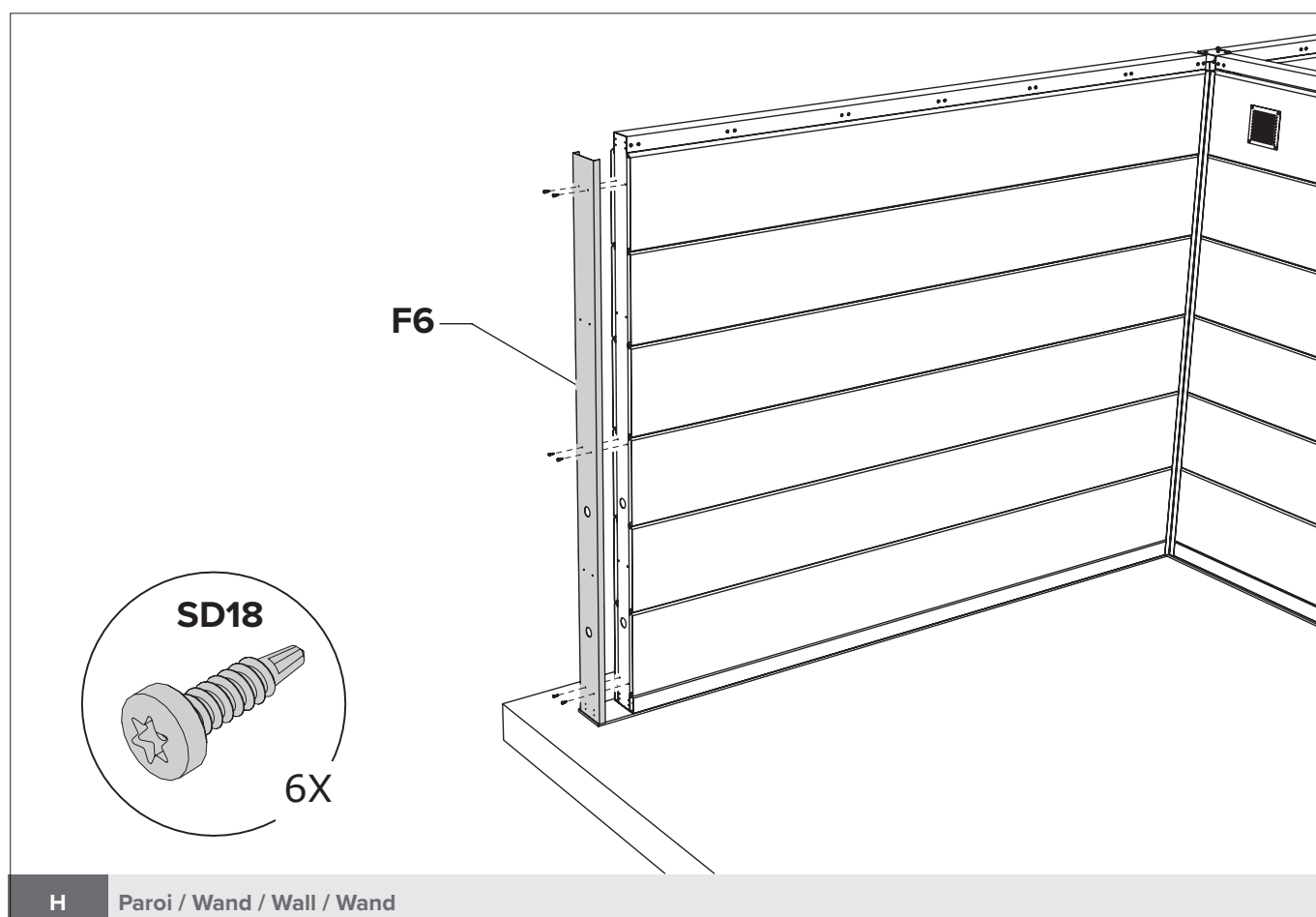
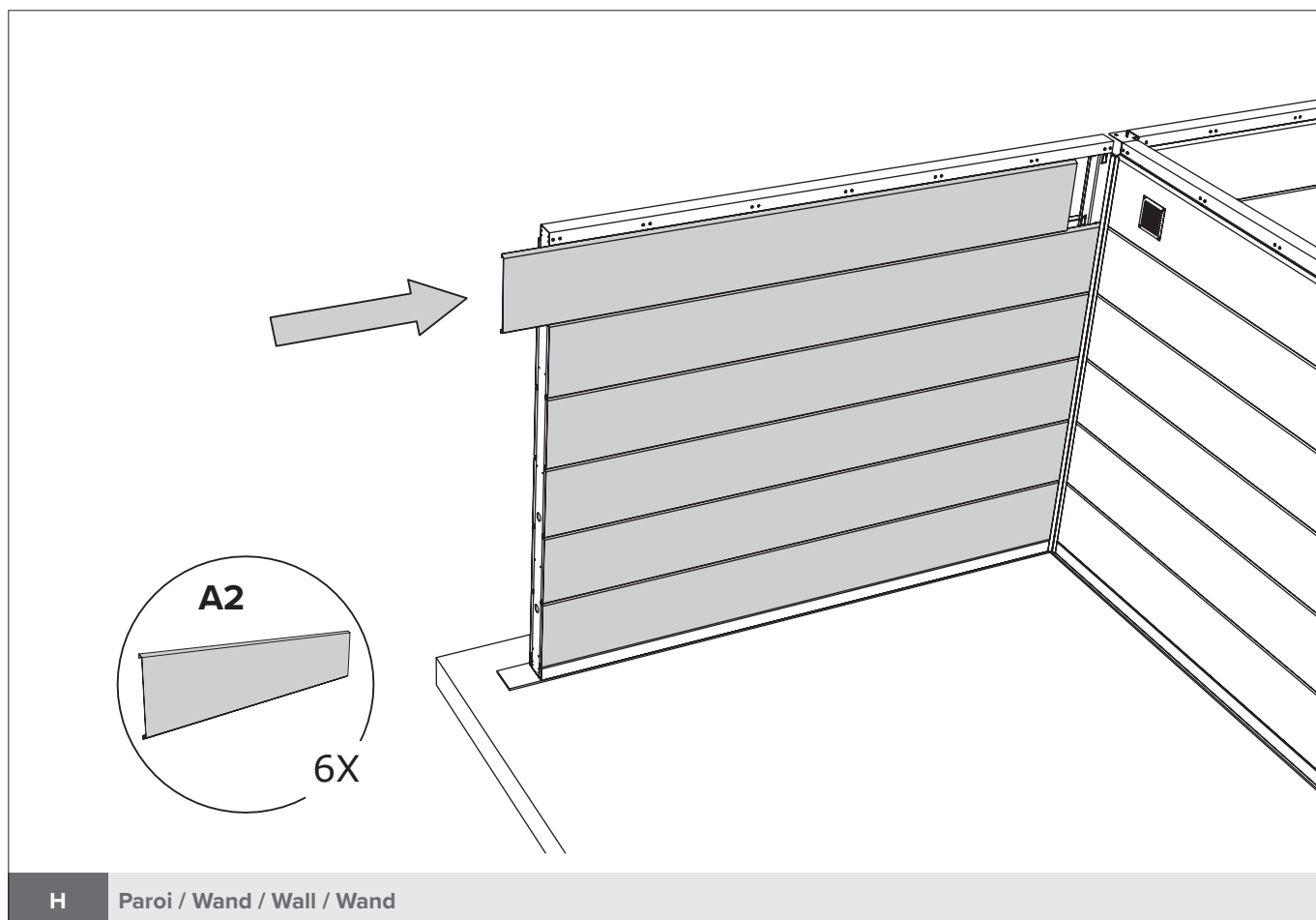
**Option Dekorputz:**

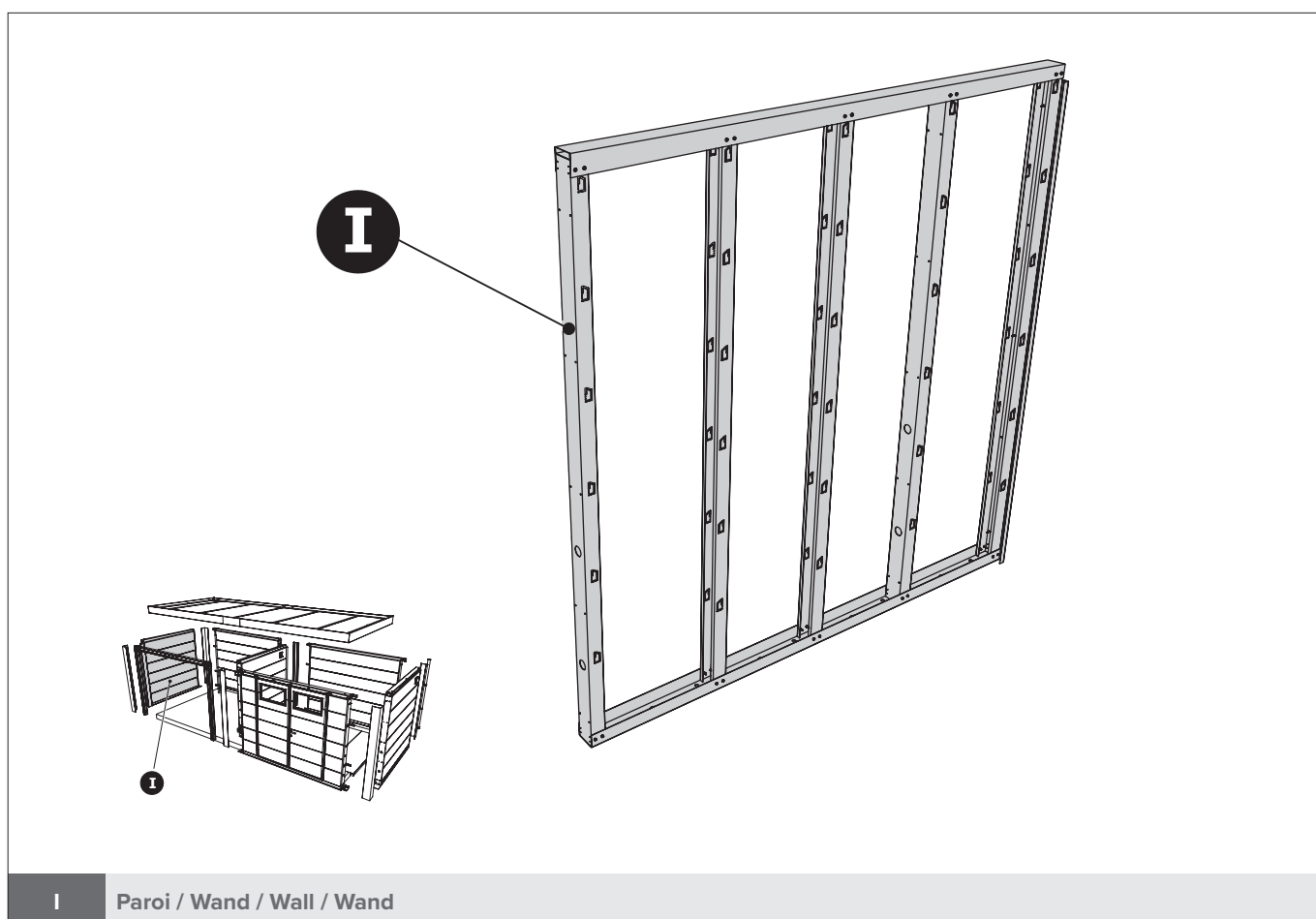
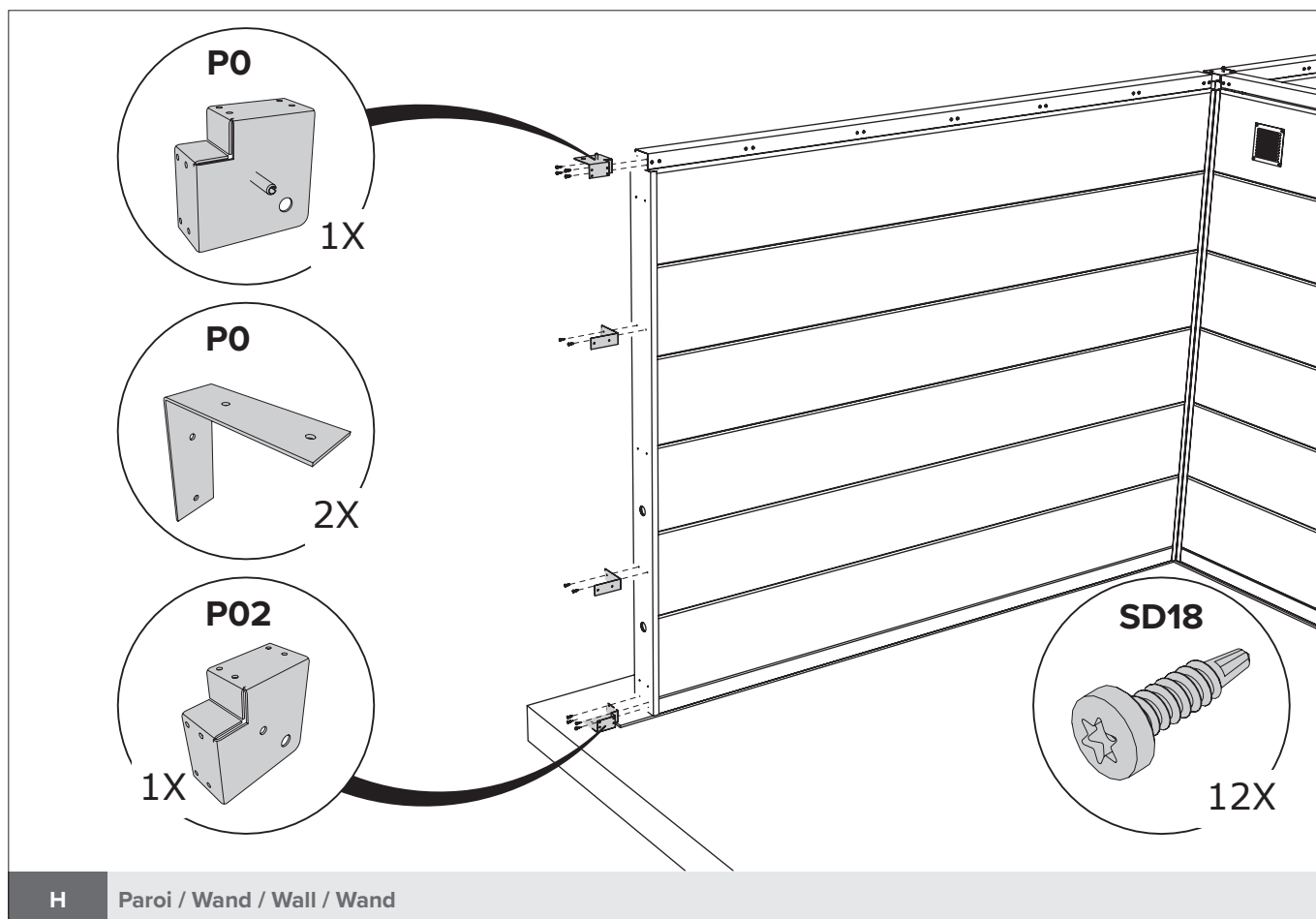
Plier les crochets à 90°  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



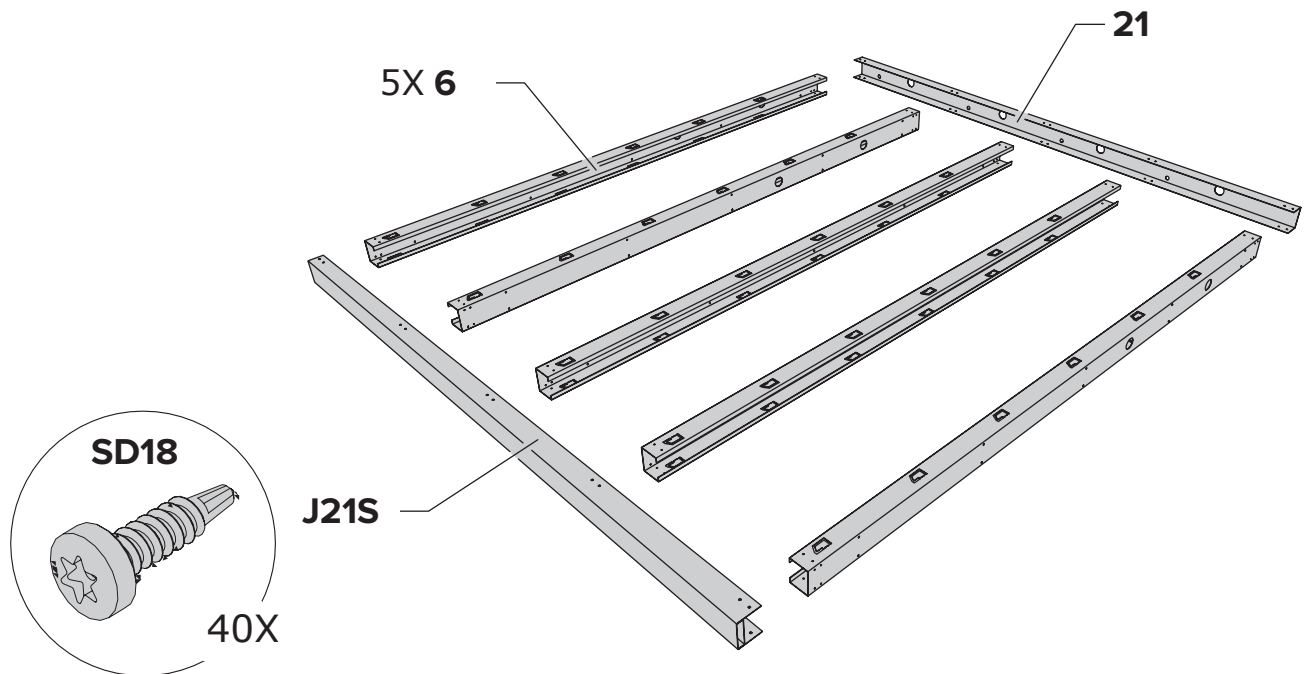






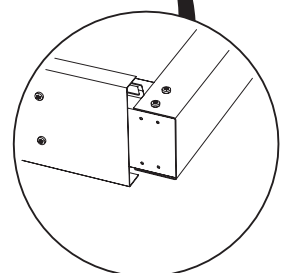
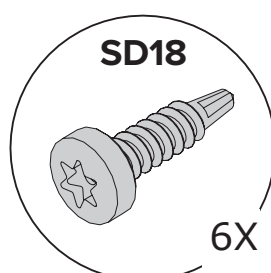
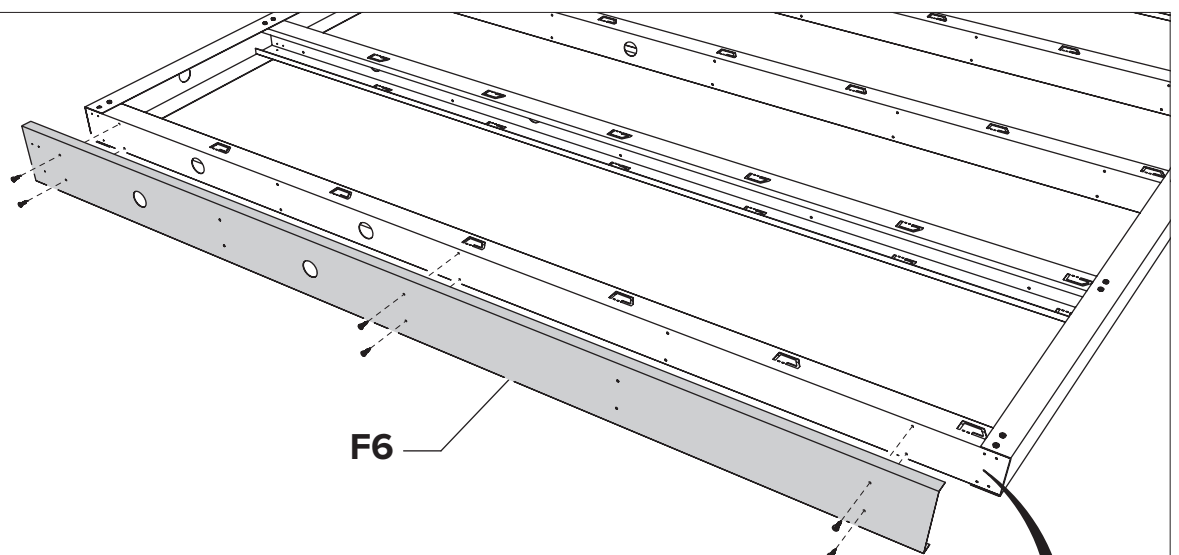


Le principe de la construction du mur, voir pages 8 à 11 (POW).  
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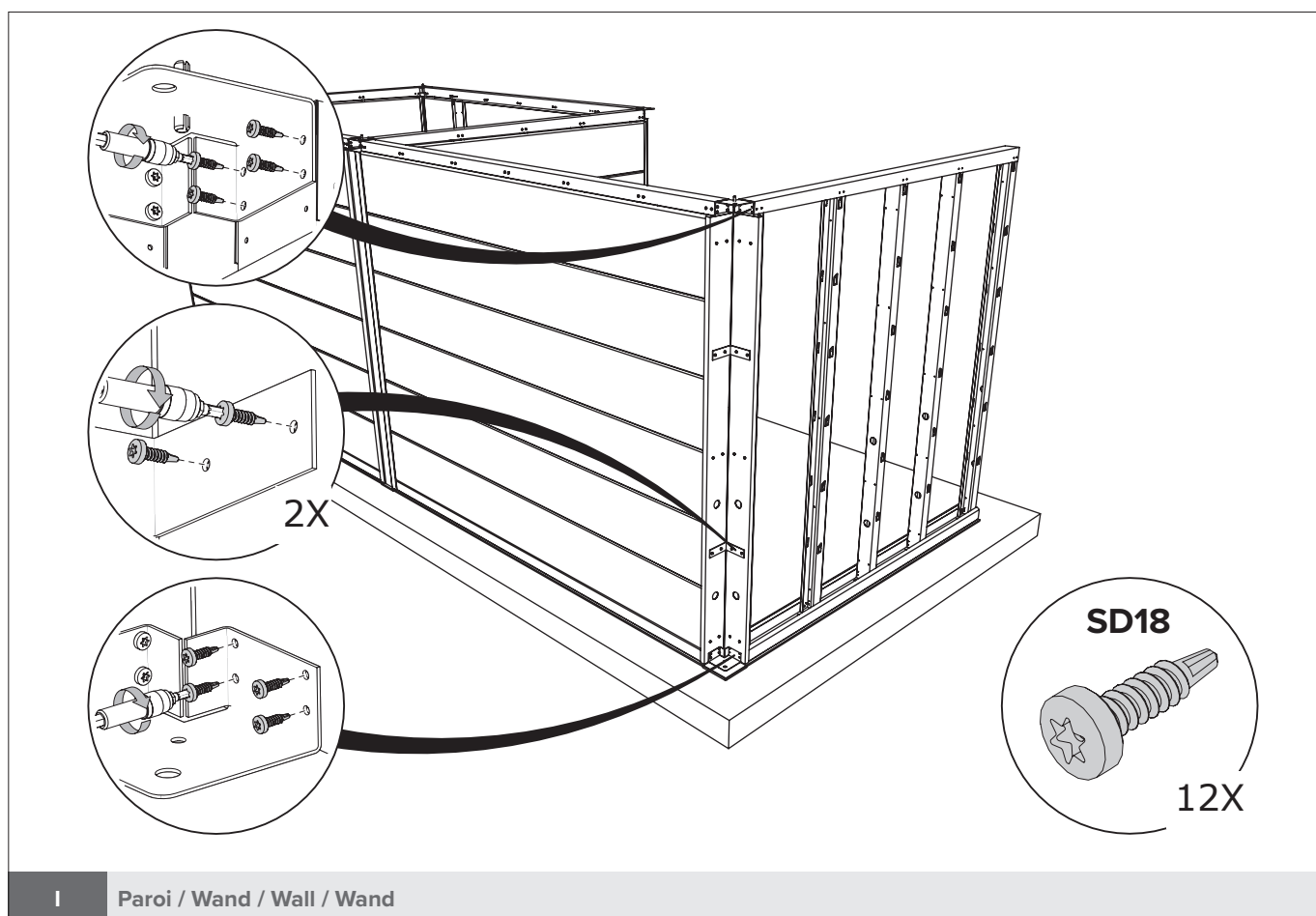
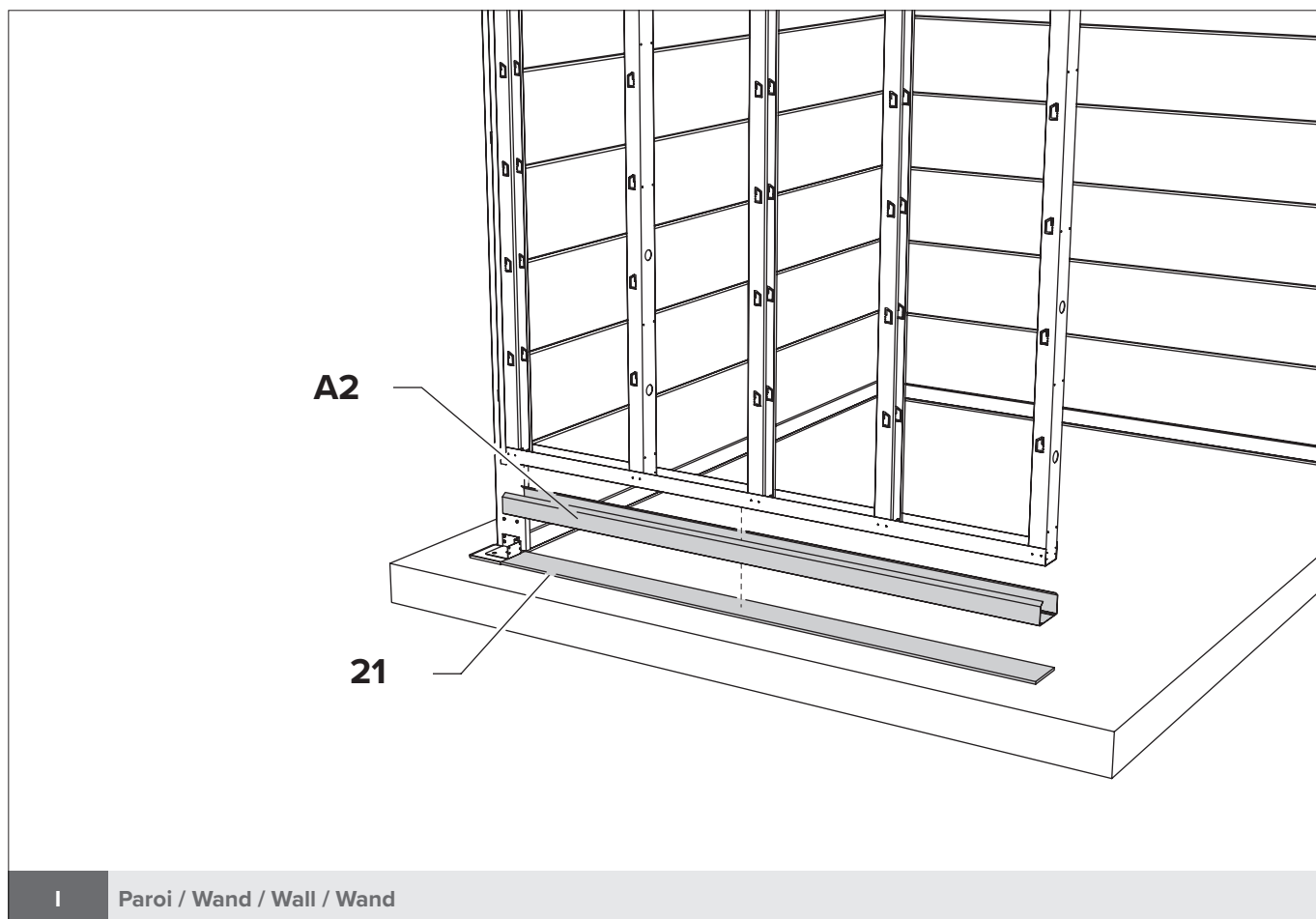
I

Paroi / Wand / Wall / Wand



I

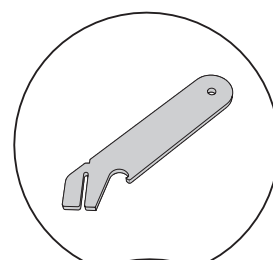
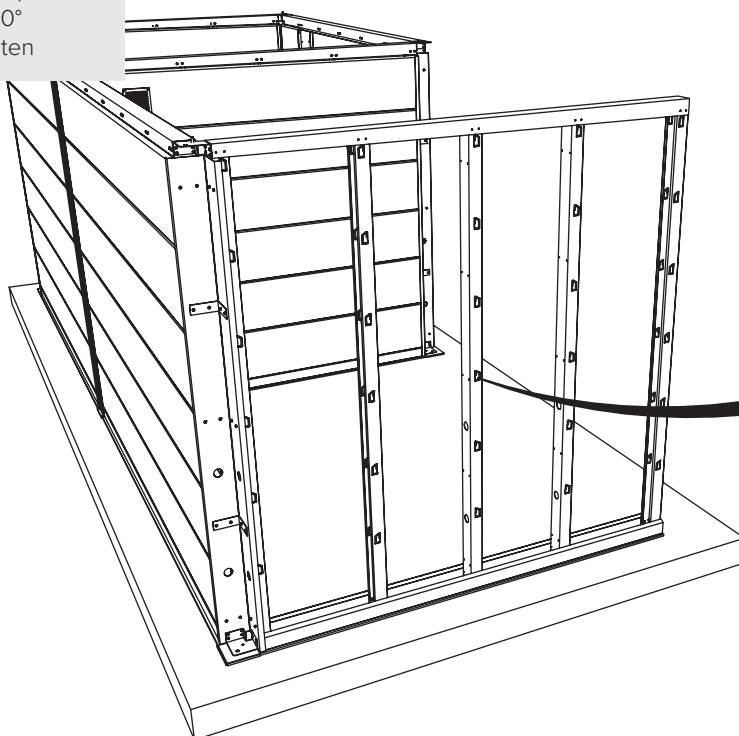
Paroi / Wand / Wall / Wand



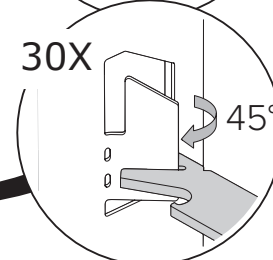


**Option Dekorputz:**

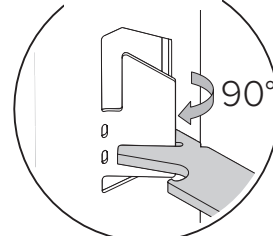
Plier les crochets à 90 °  
 Hoekjes plooiën op 90°  
 Corners fold at 90°  
 Ecken um 90° falten



30X



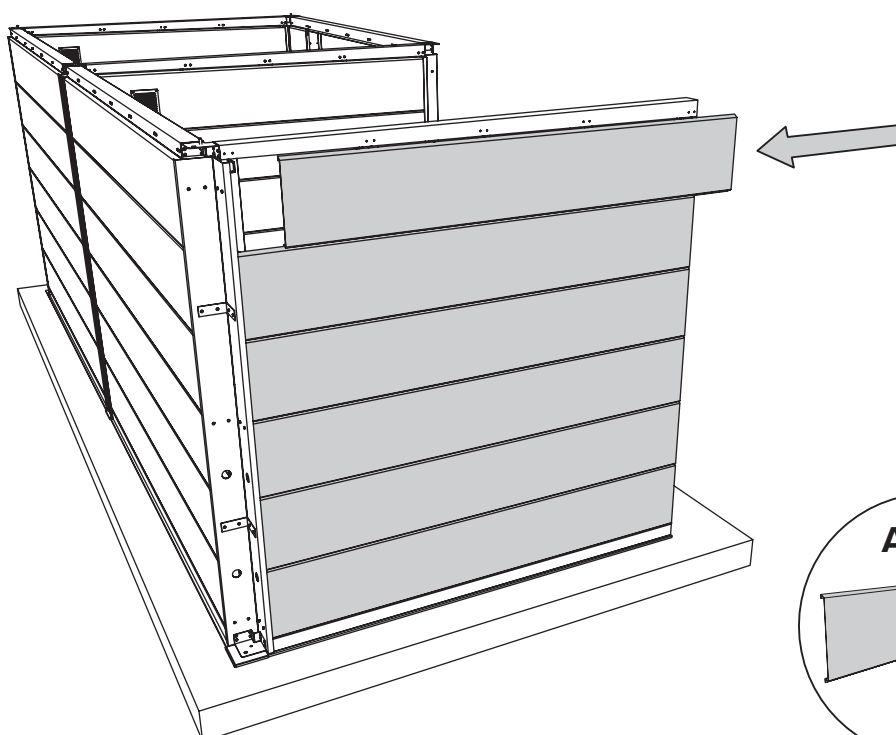
45°

**DEKORPUTZ**

90°

I

Paroi / Wand / Wall / Wand

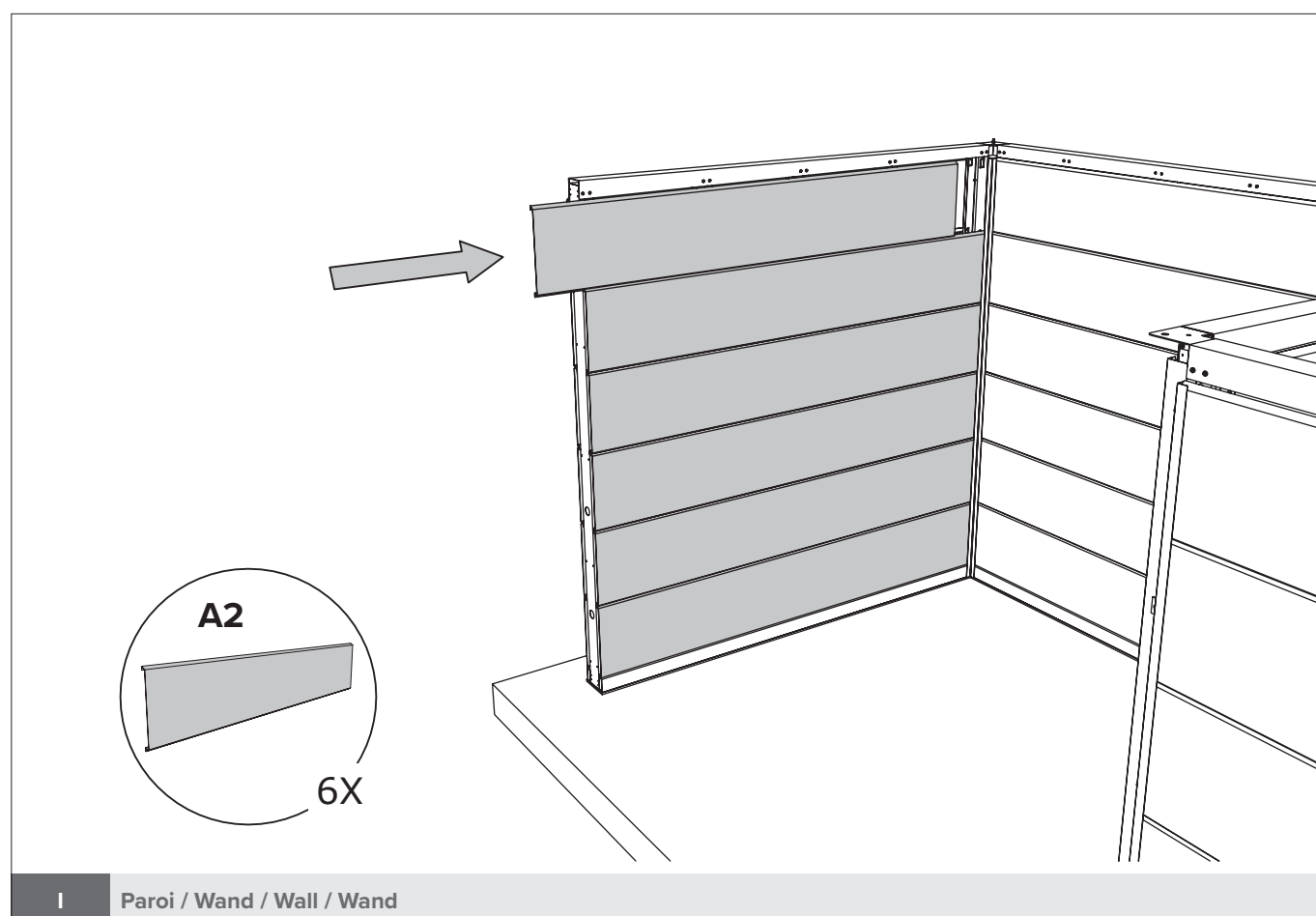
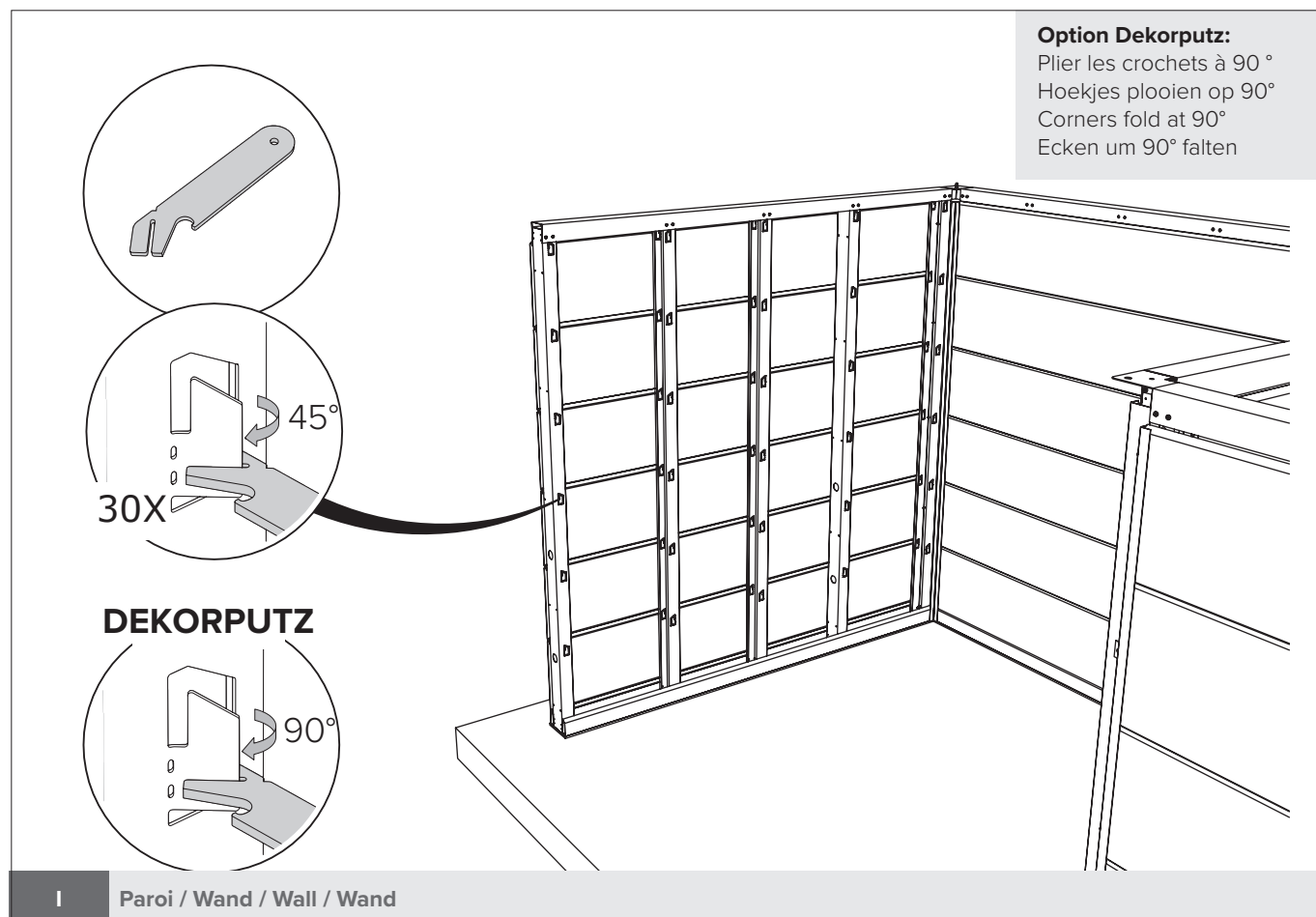


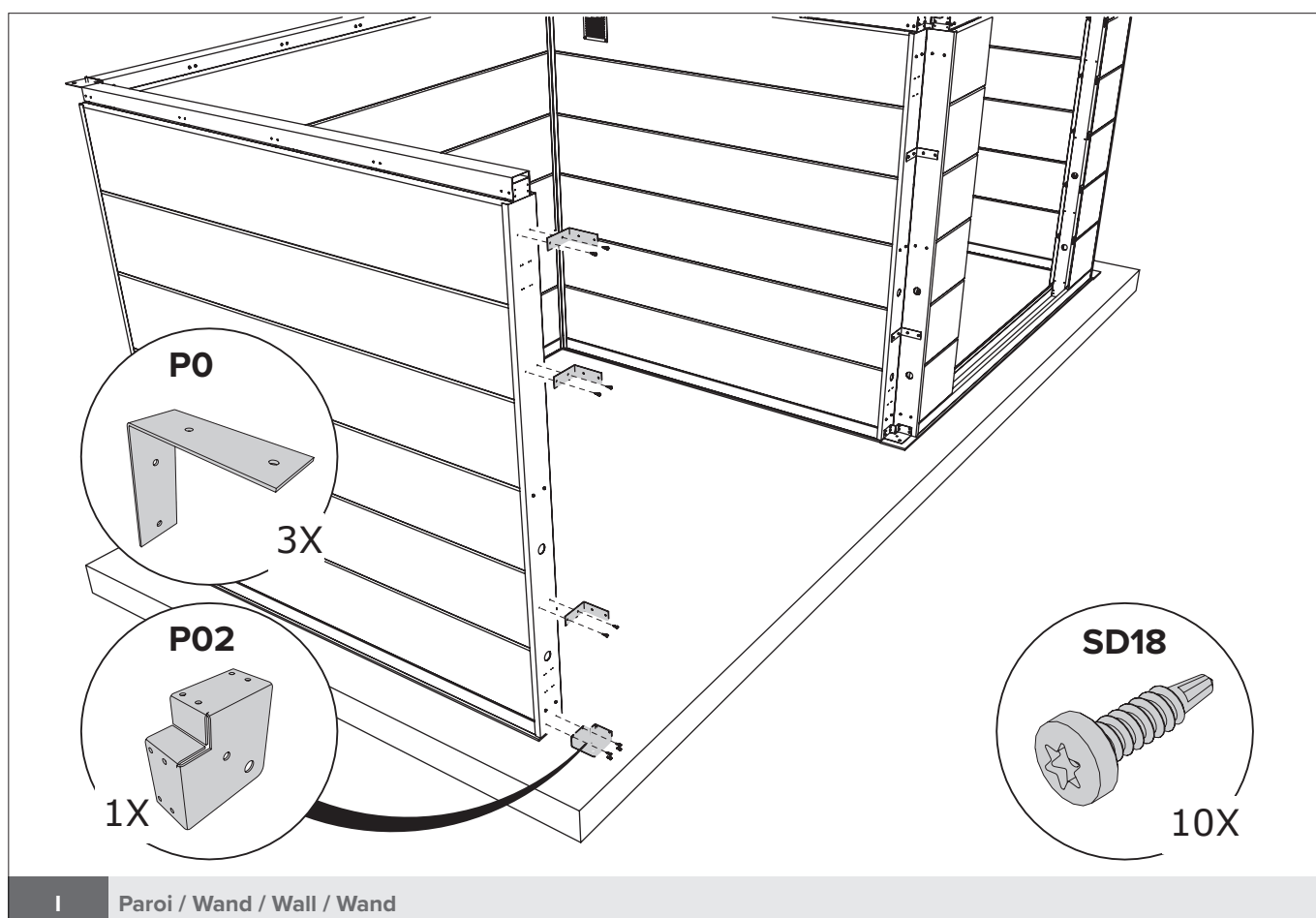
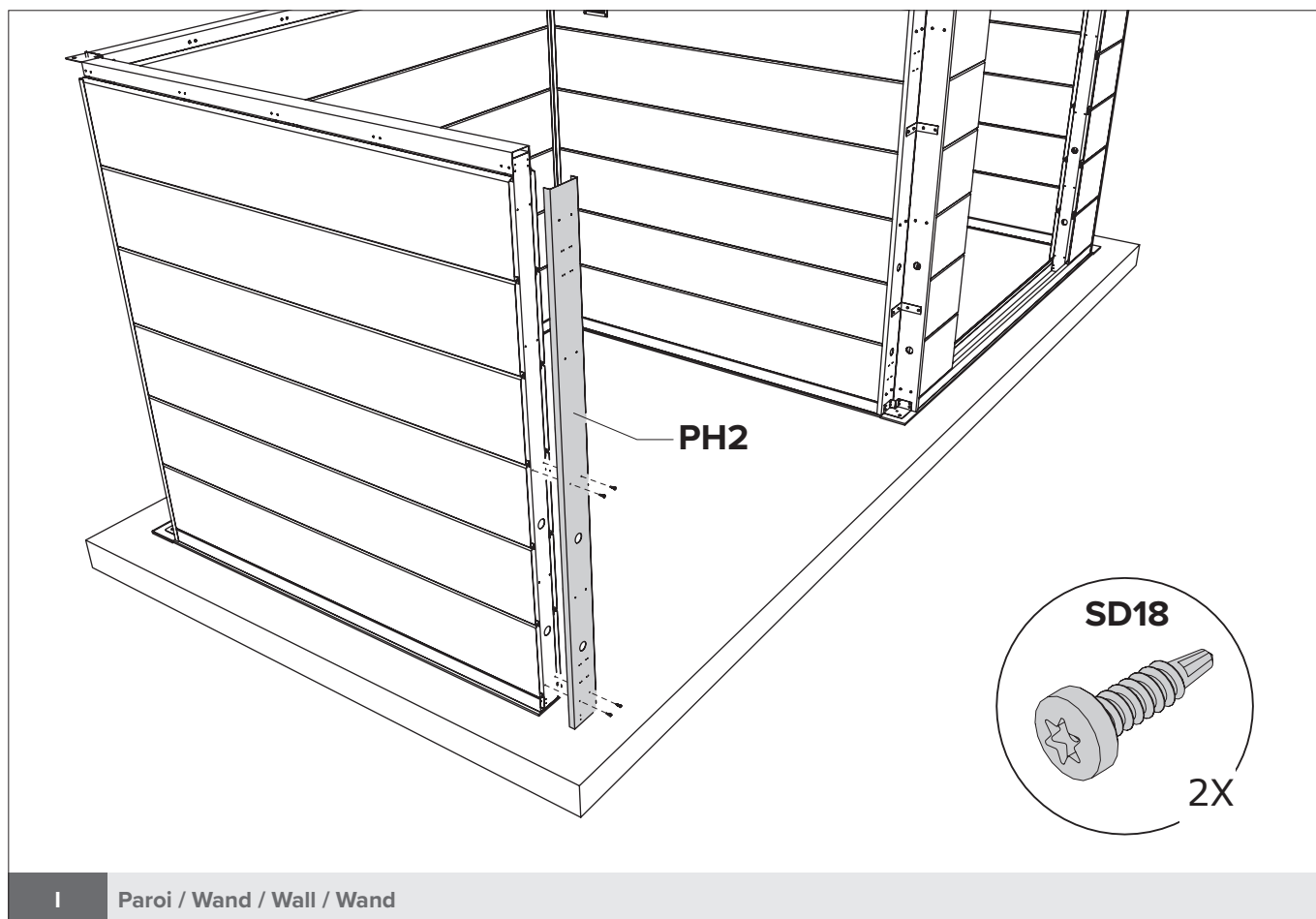
A2

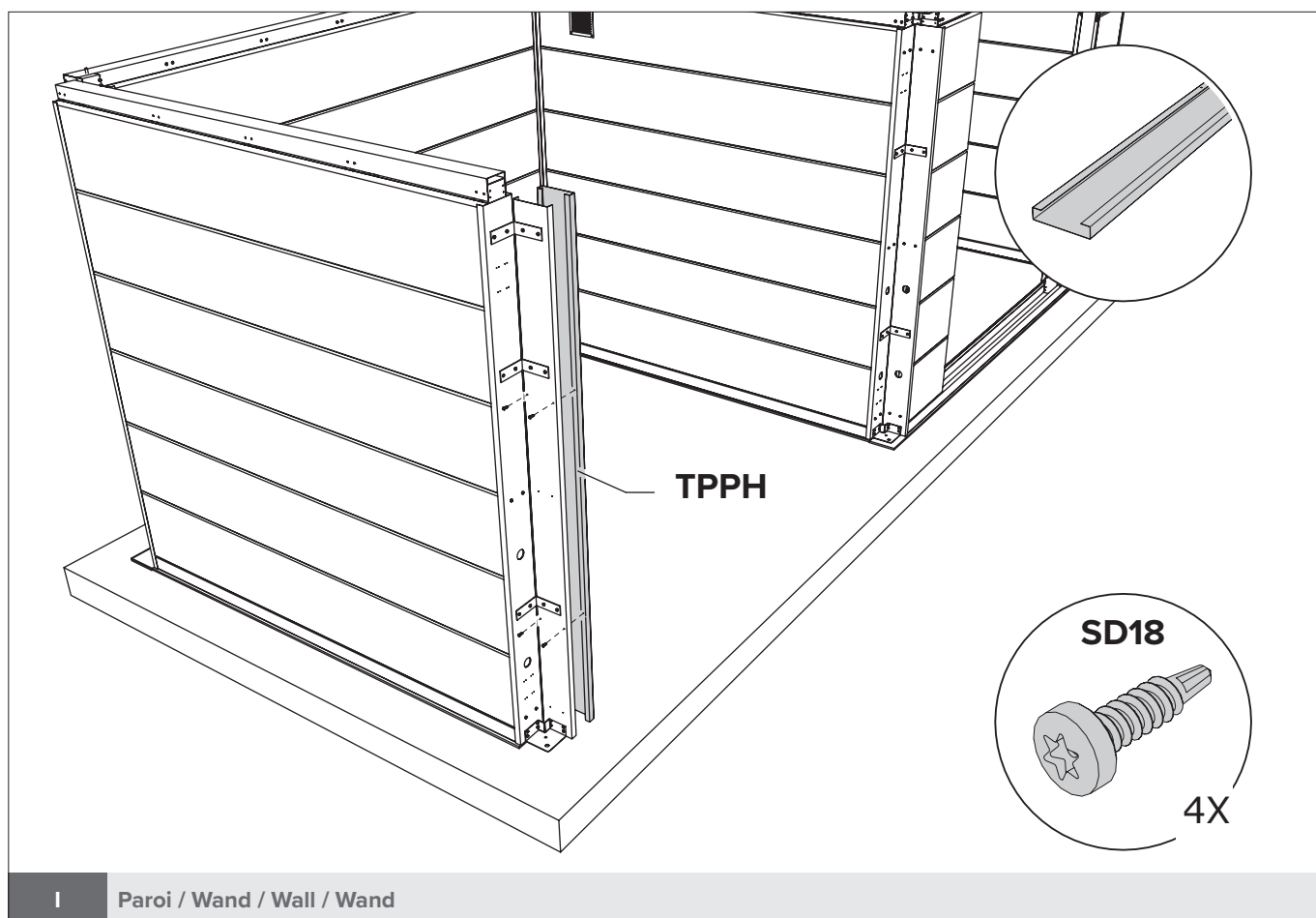
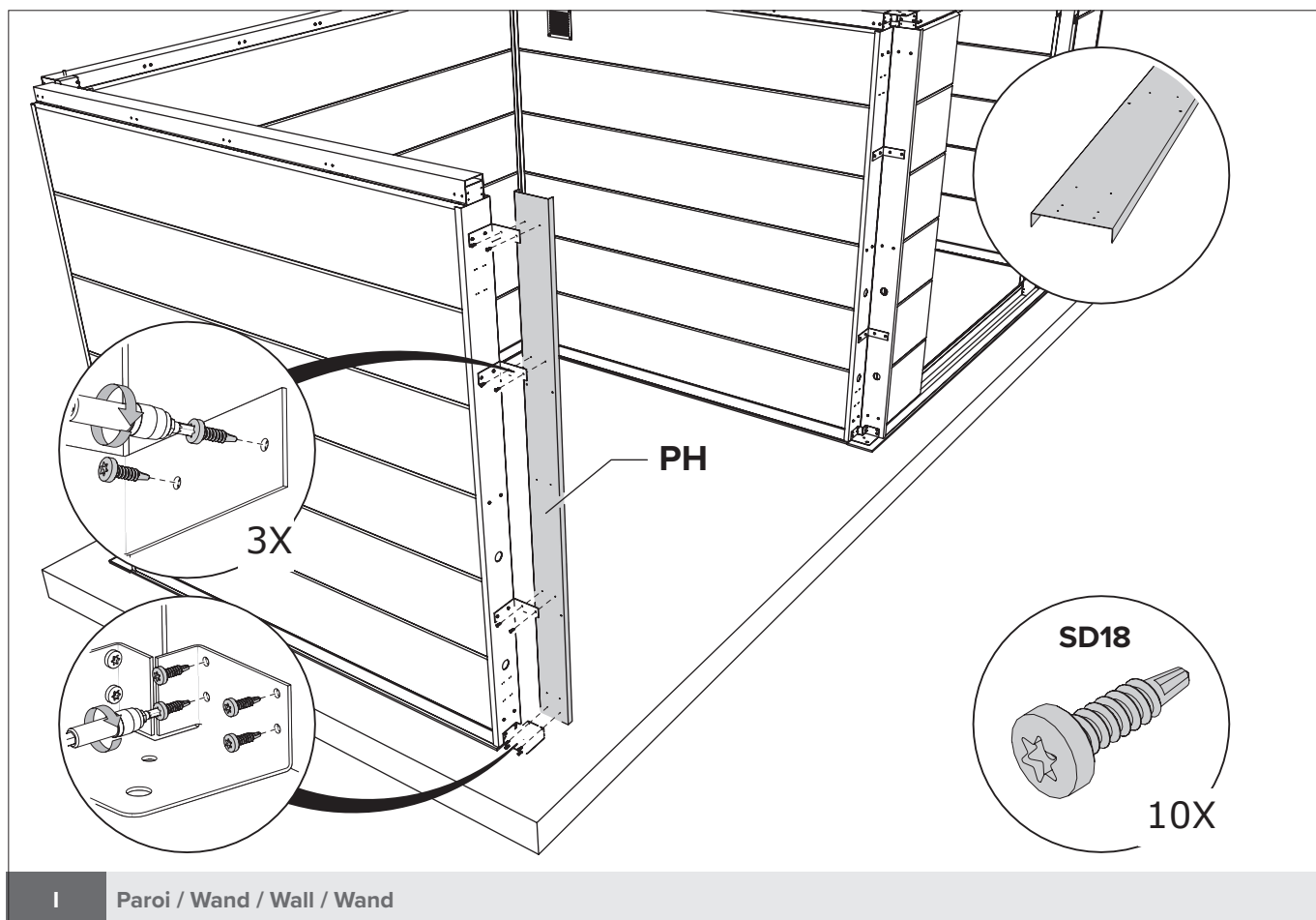
6X

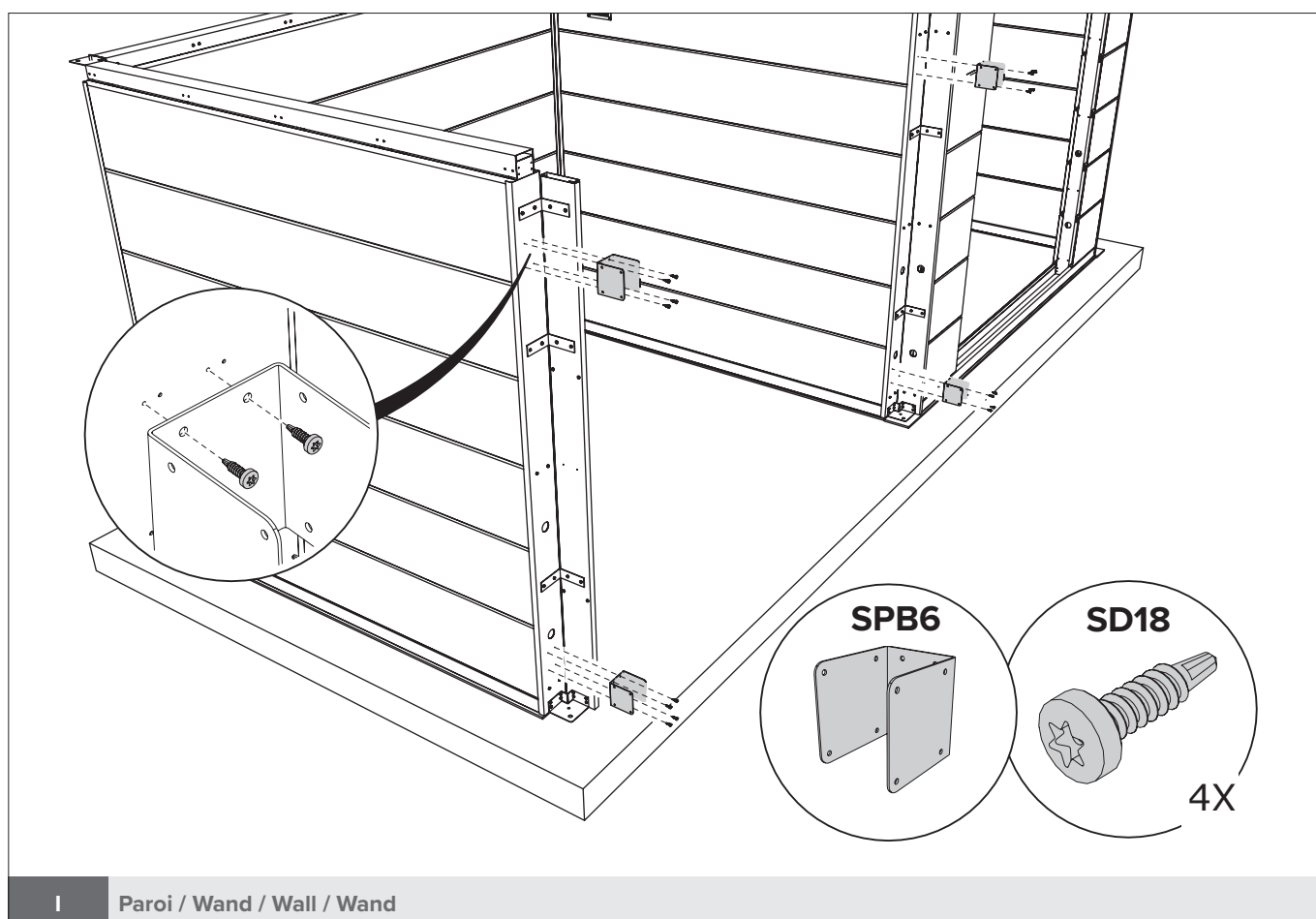
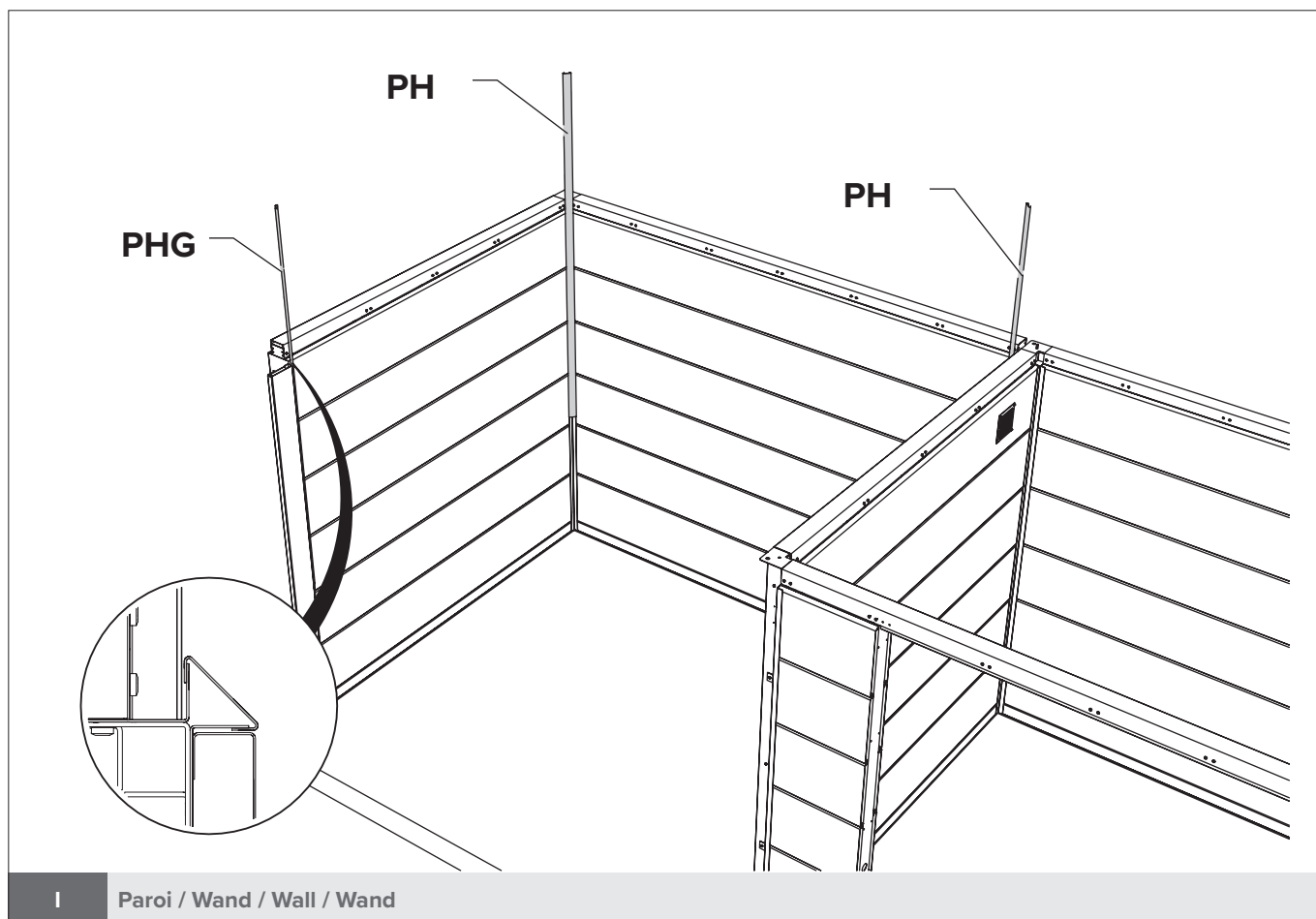
I

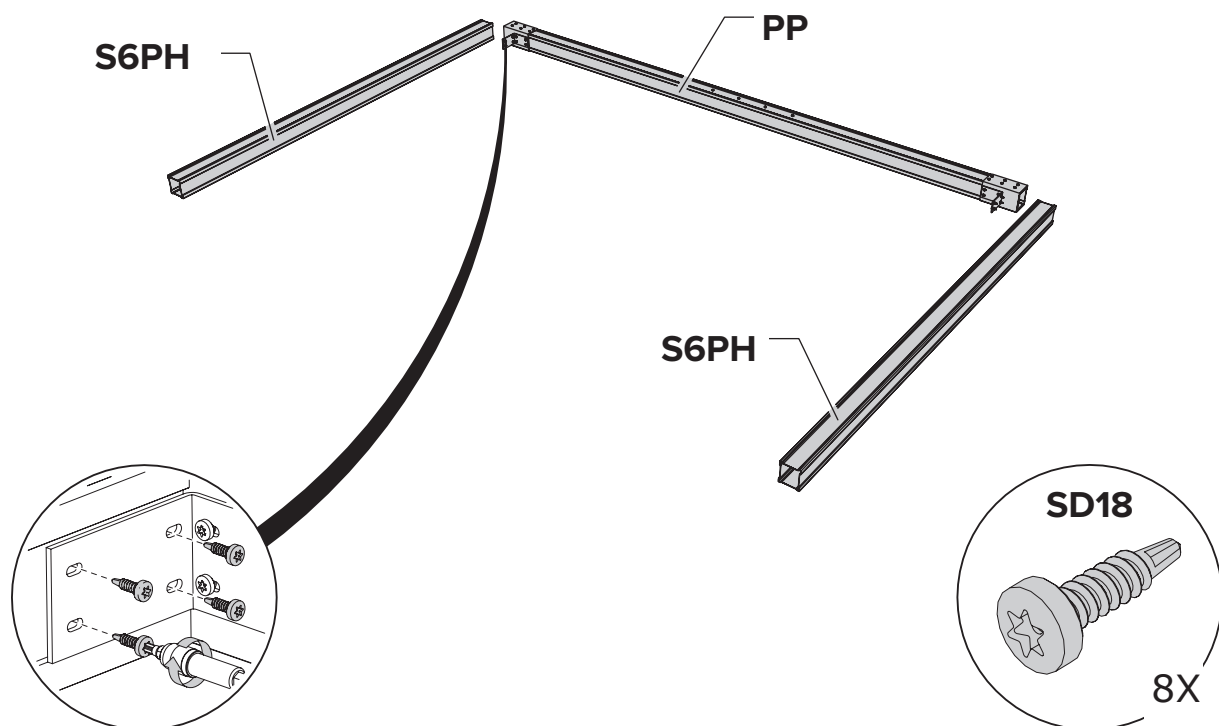
Paroi / Wand / Wall / Wand



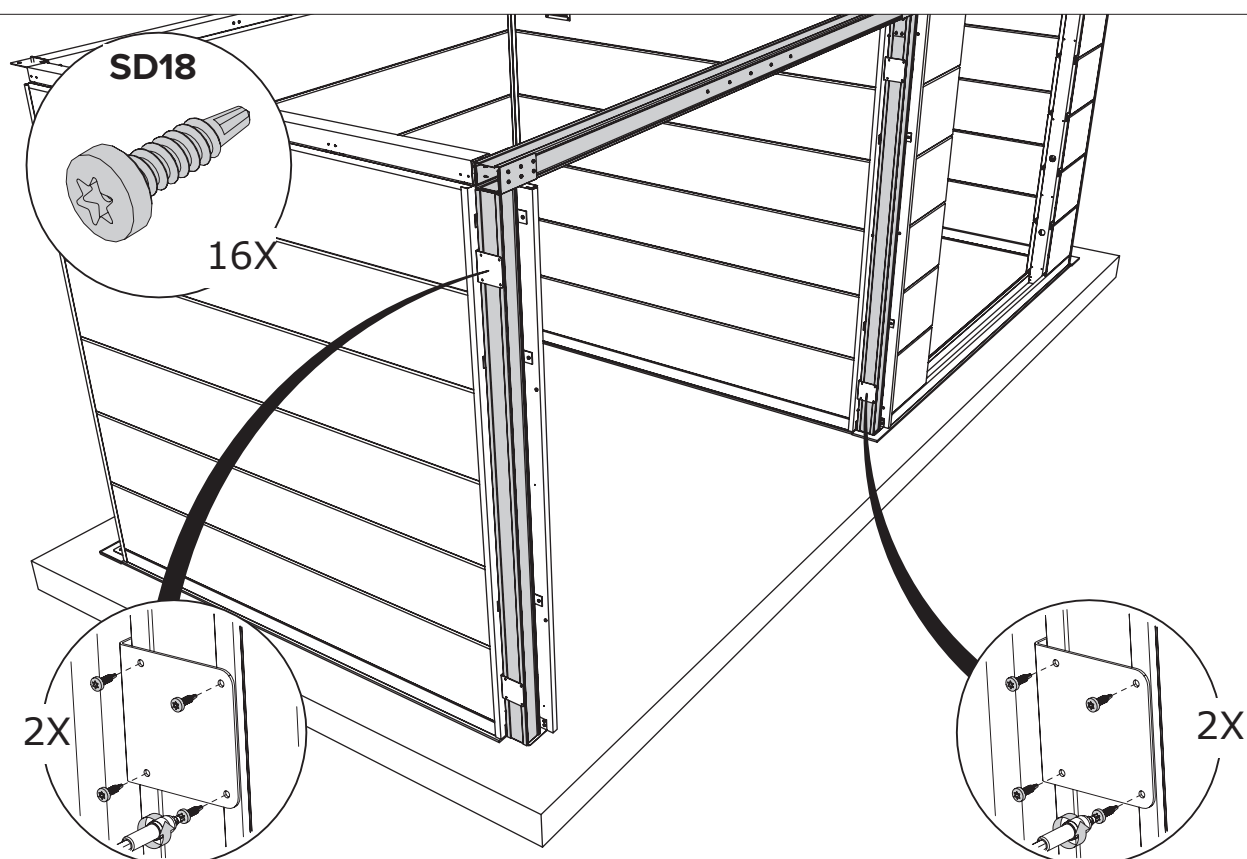




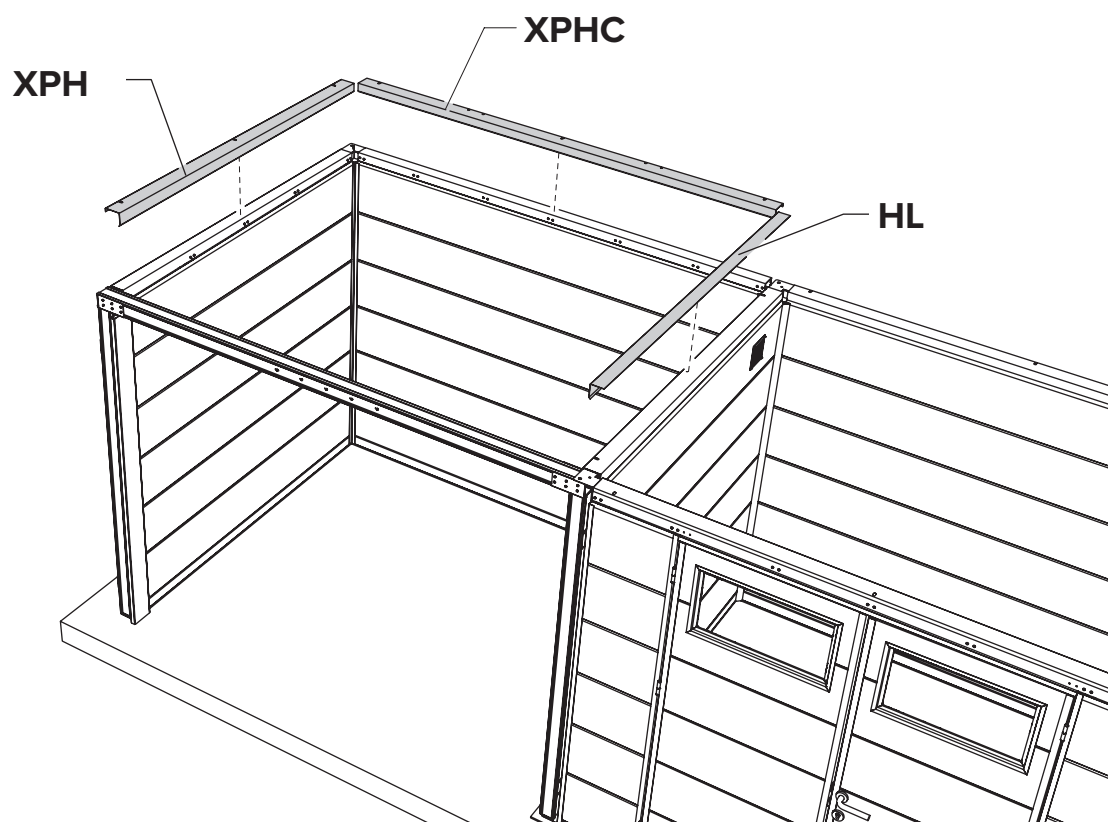




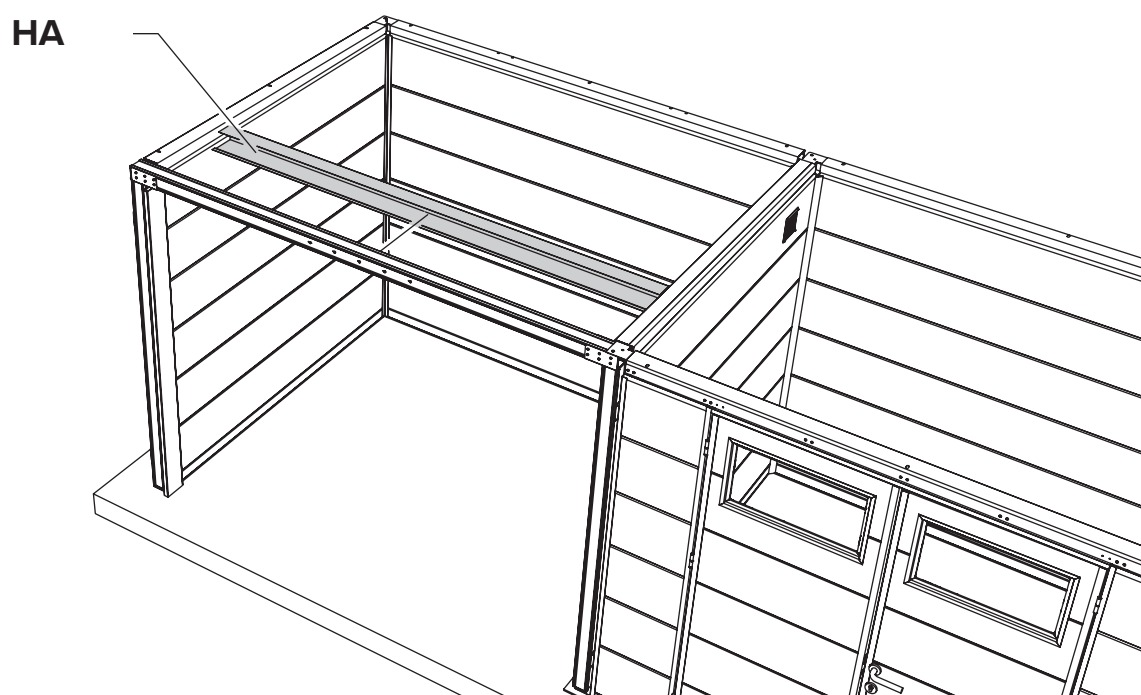
I Paroi / Wand / Wall / Wand



I Paroi / Wand / Wall / Wand

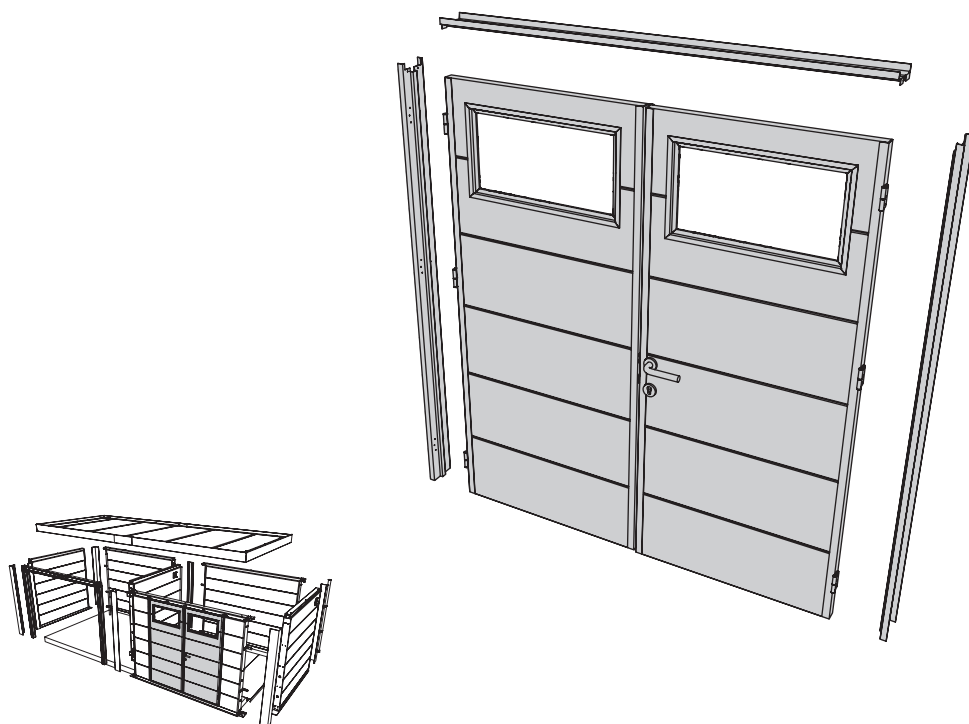


I Paroi / Wand / Wall / Wand

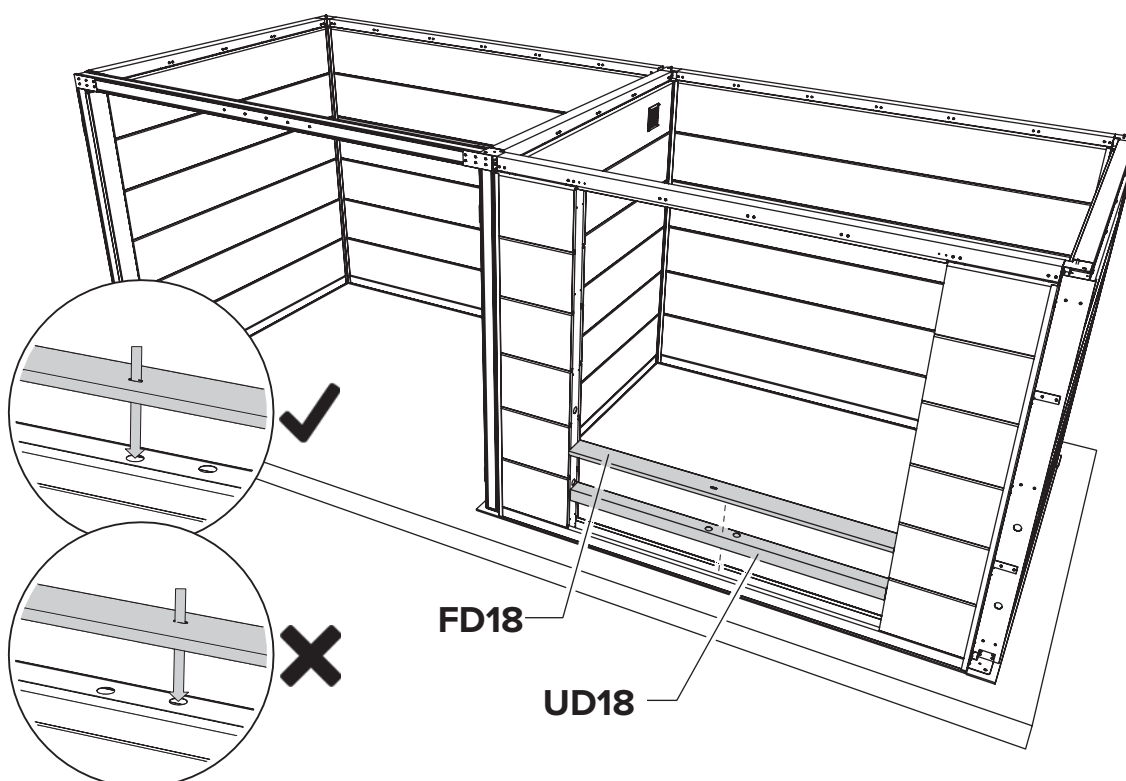


I Paroi / Wand / Wall / Wand



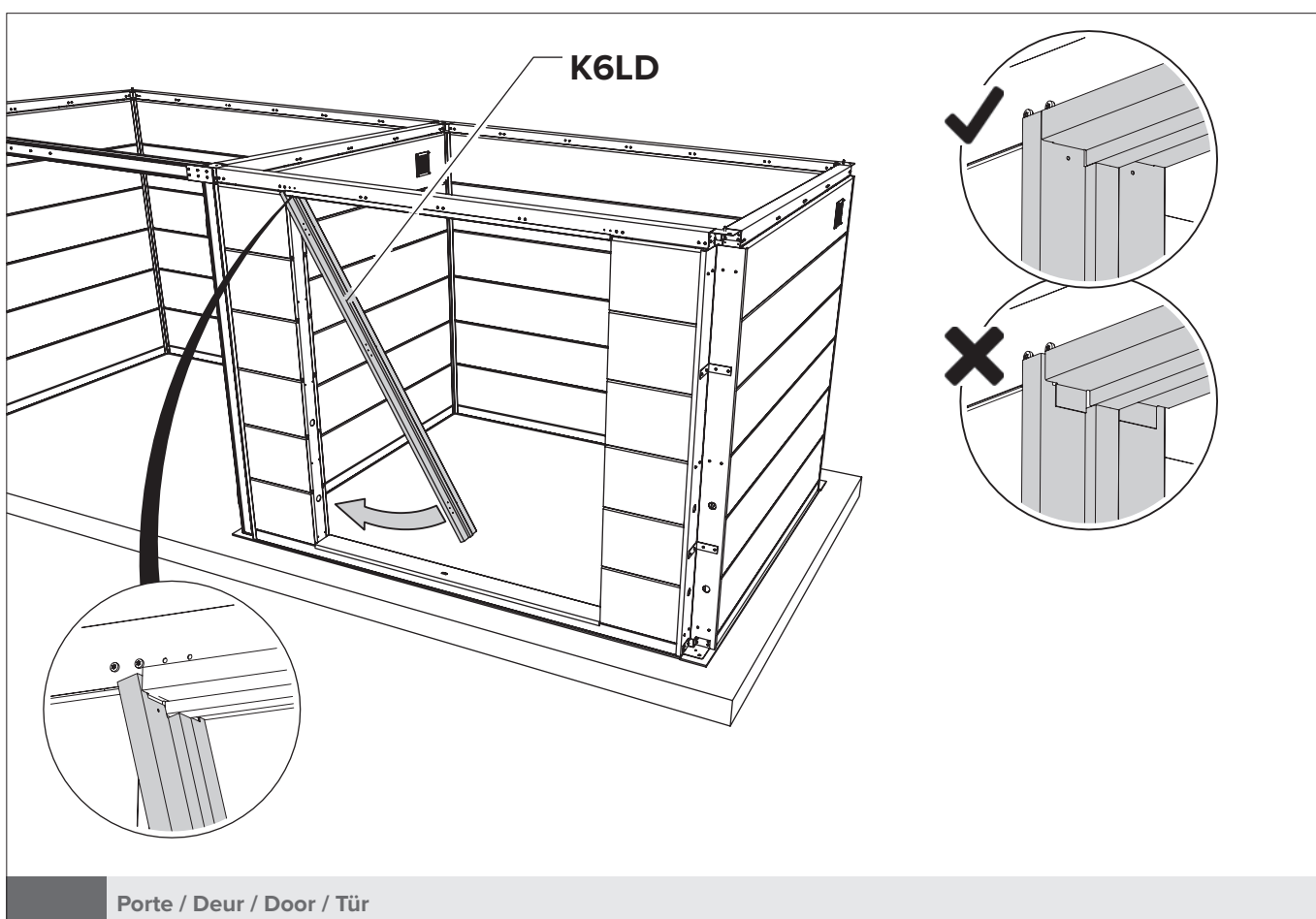
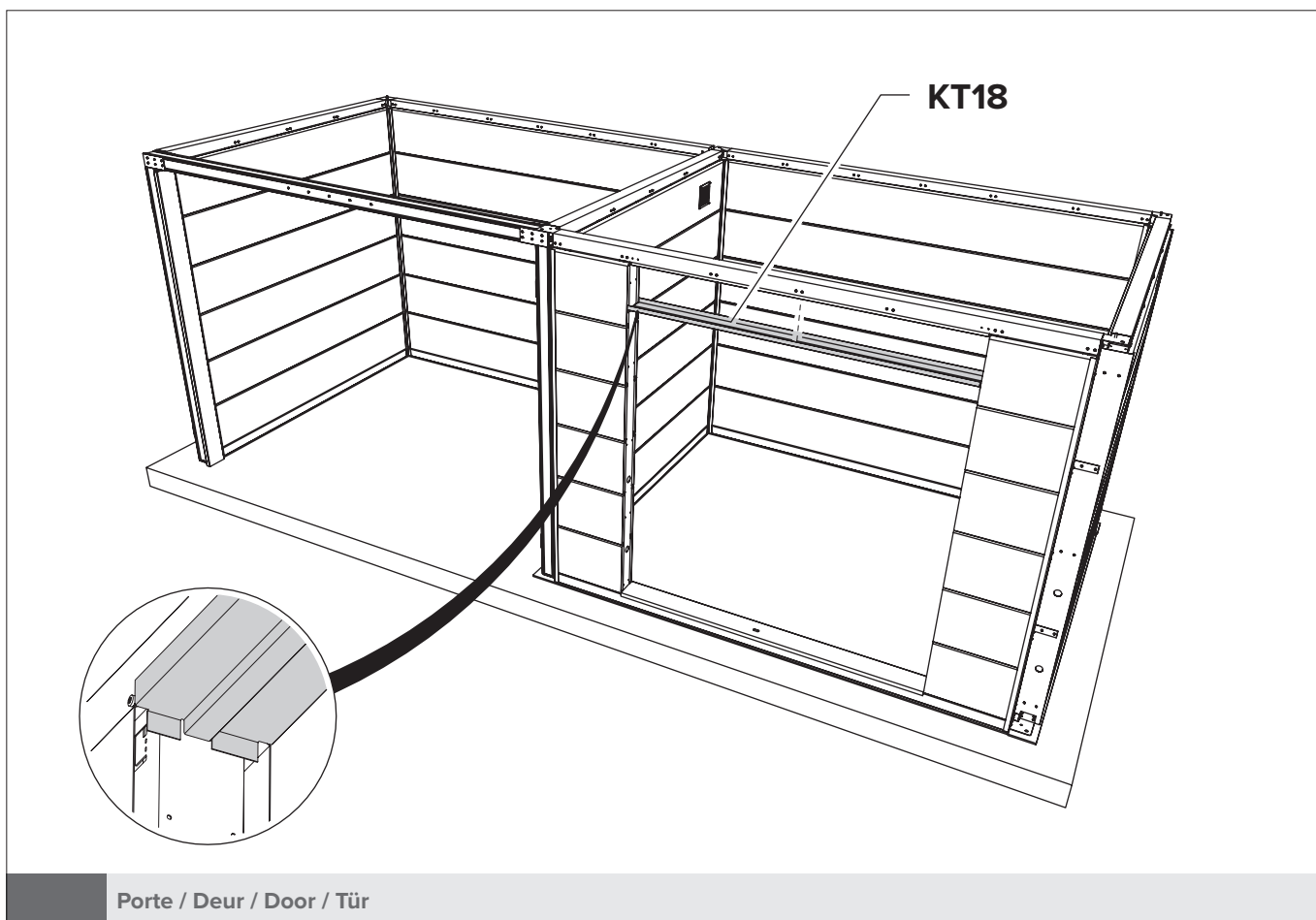


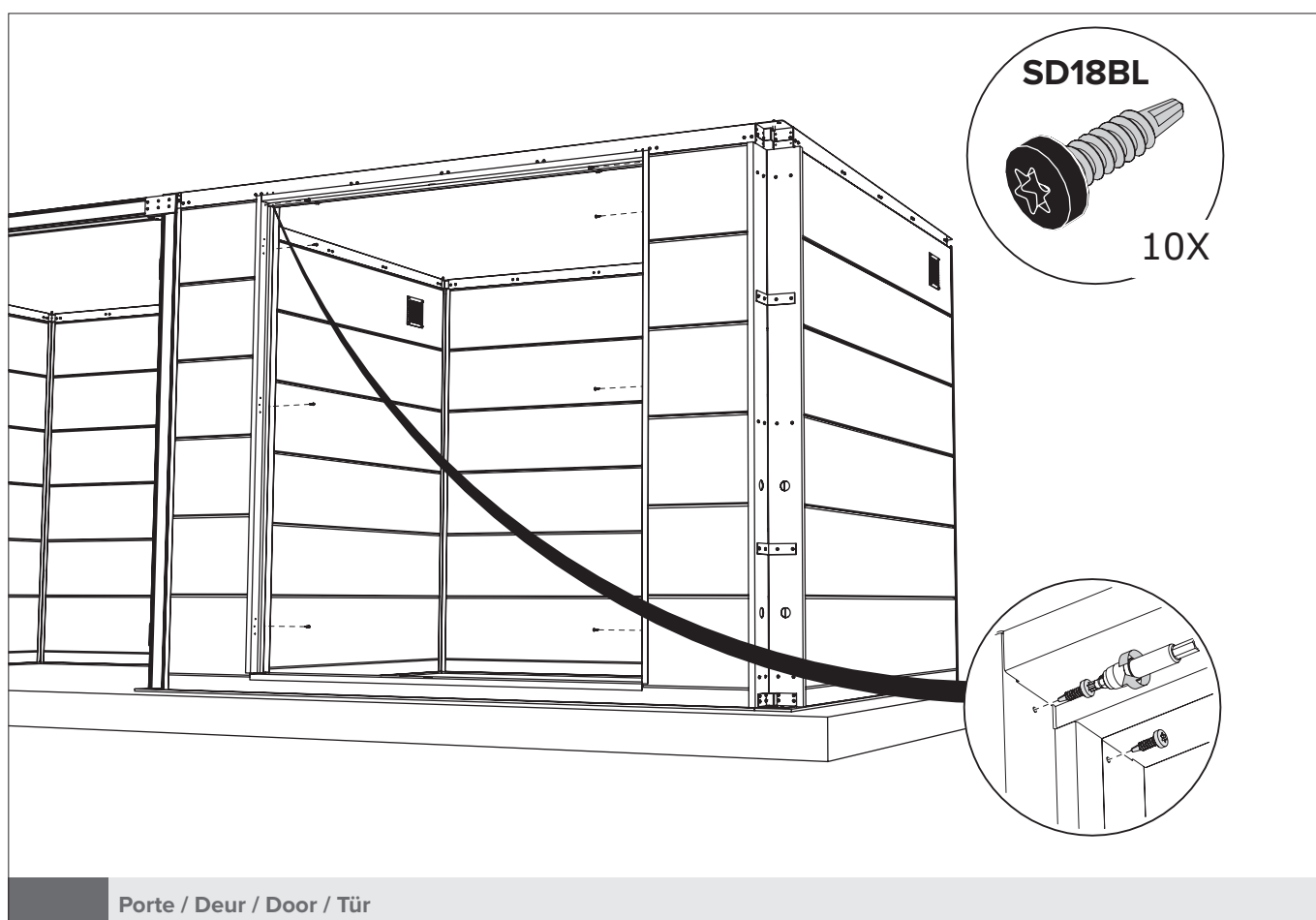
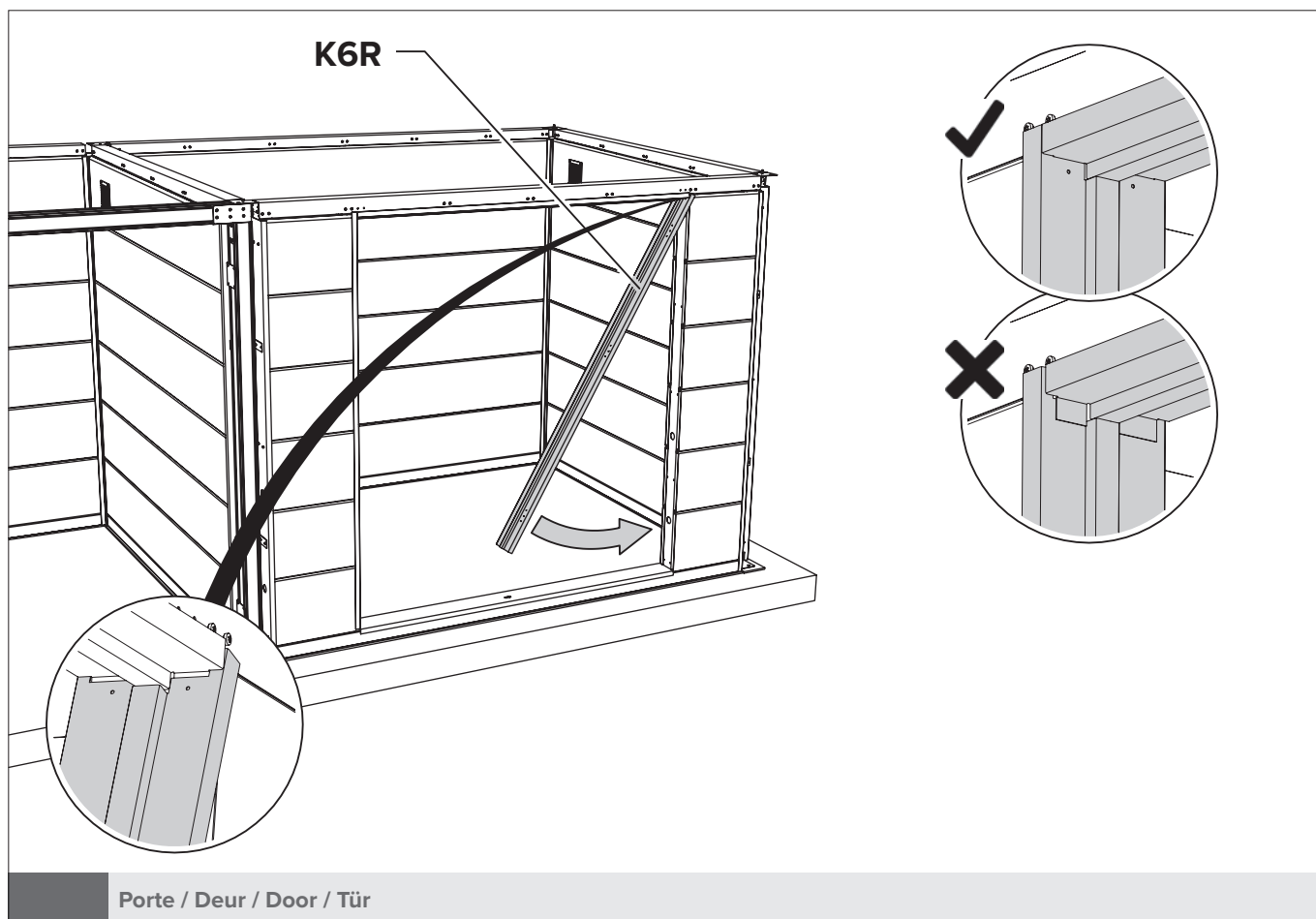
Porte / Deur / Door / Tür

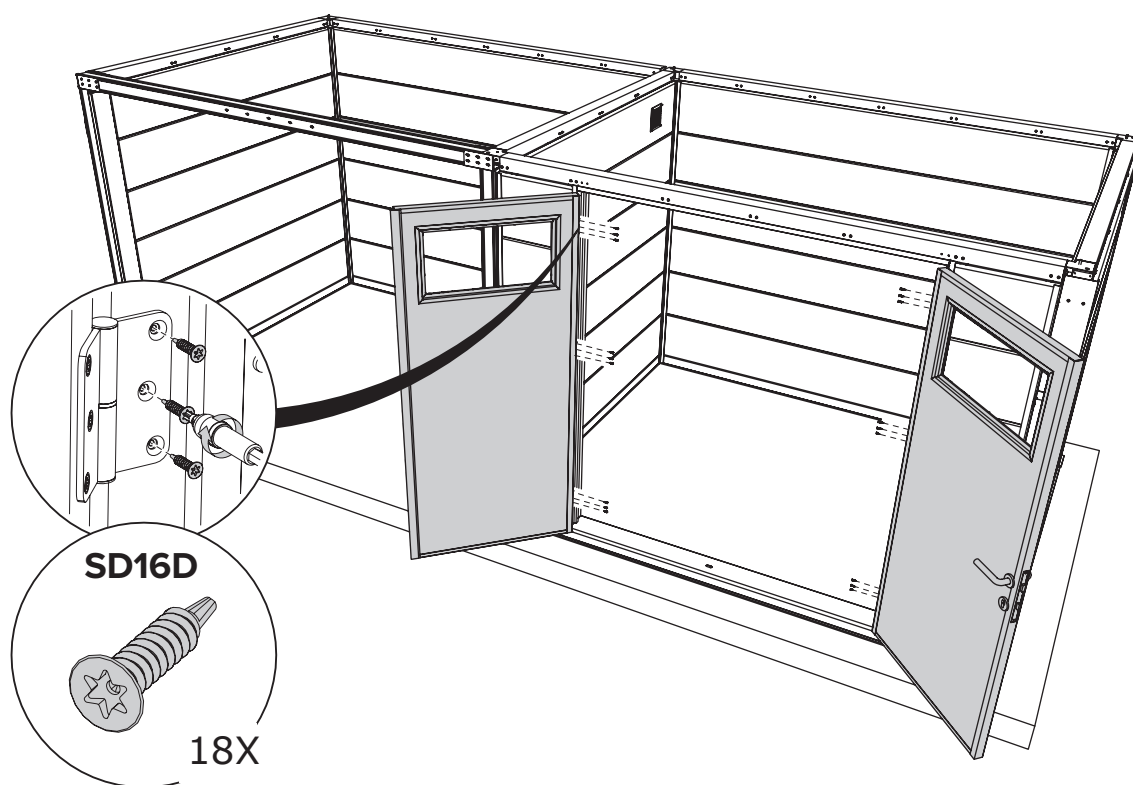


Porte / Deur / Door / Tür





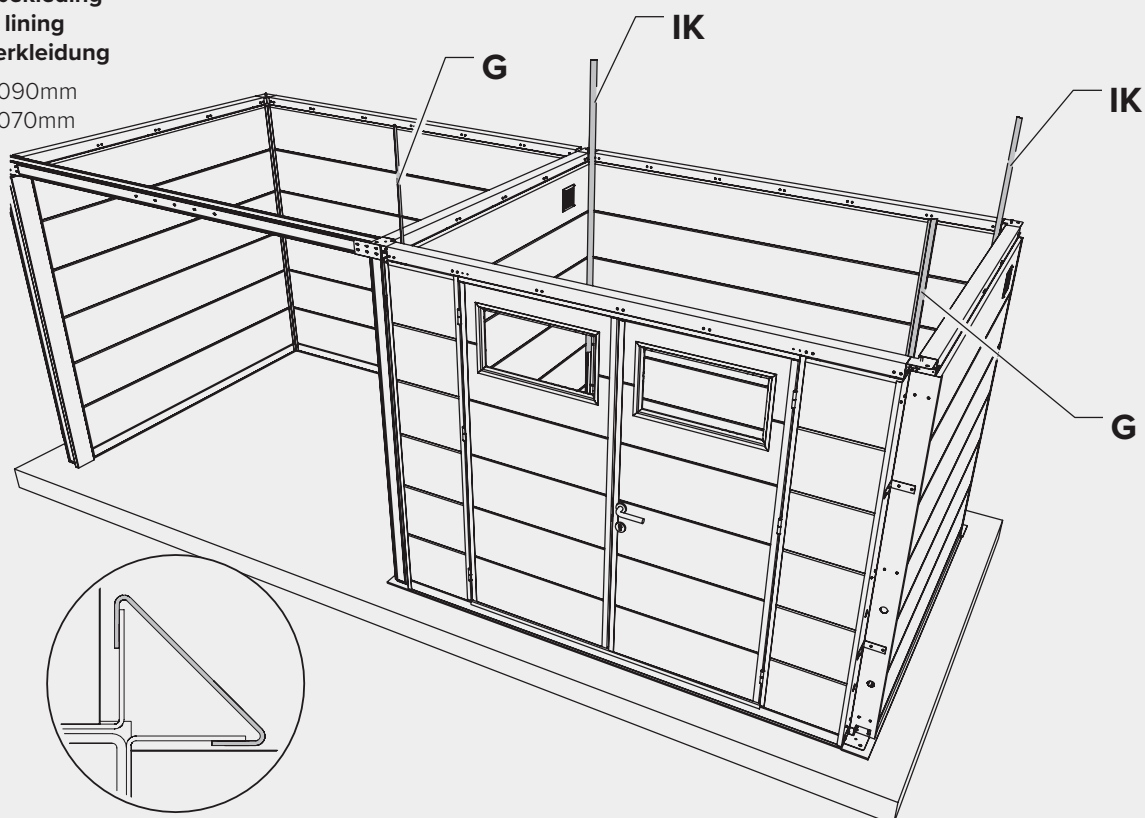




Porte / Deur / Door / Tür

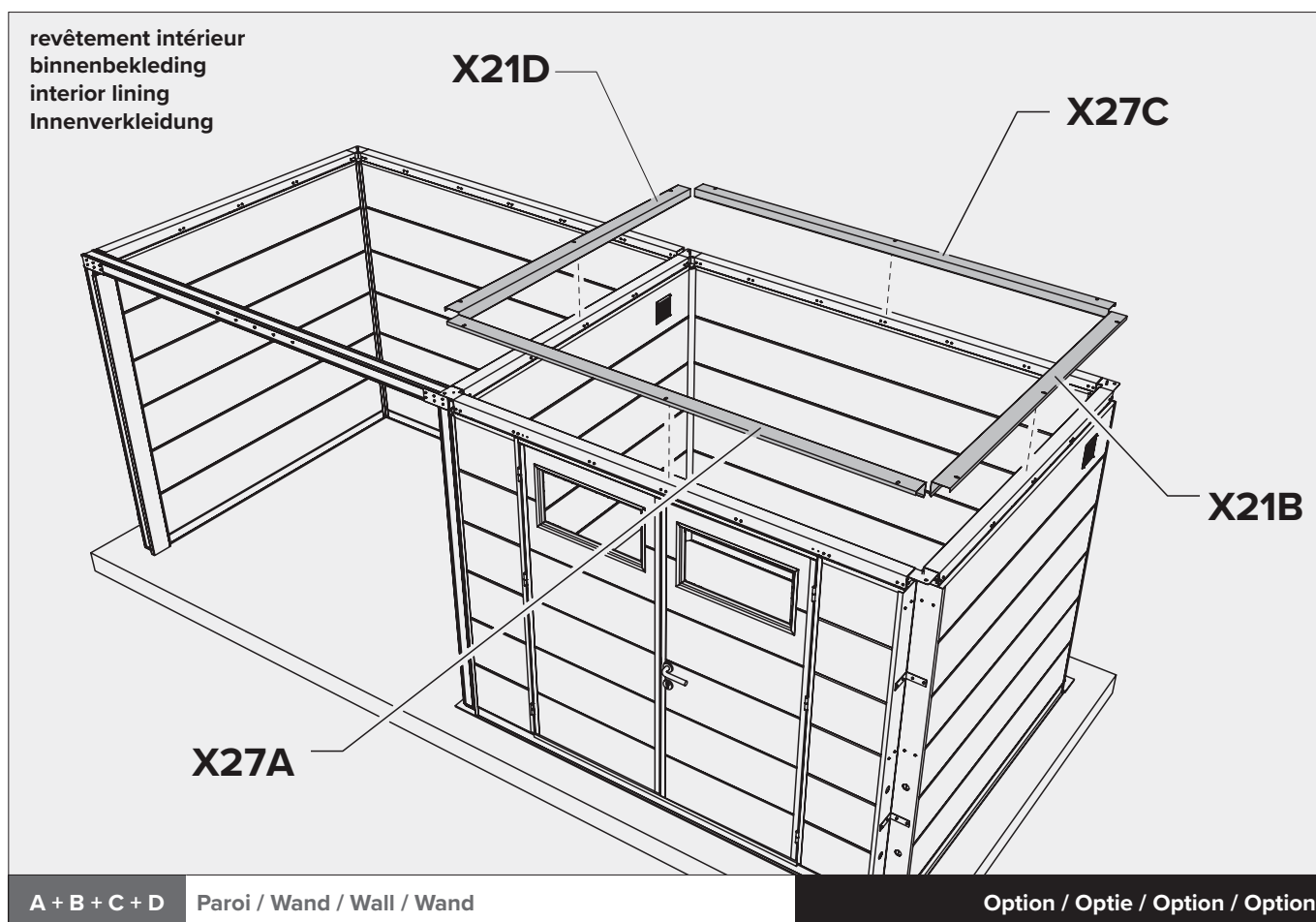
revêtement intérieur  
binnenbekleding  
interior lining  
Innenverkleidung

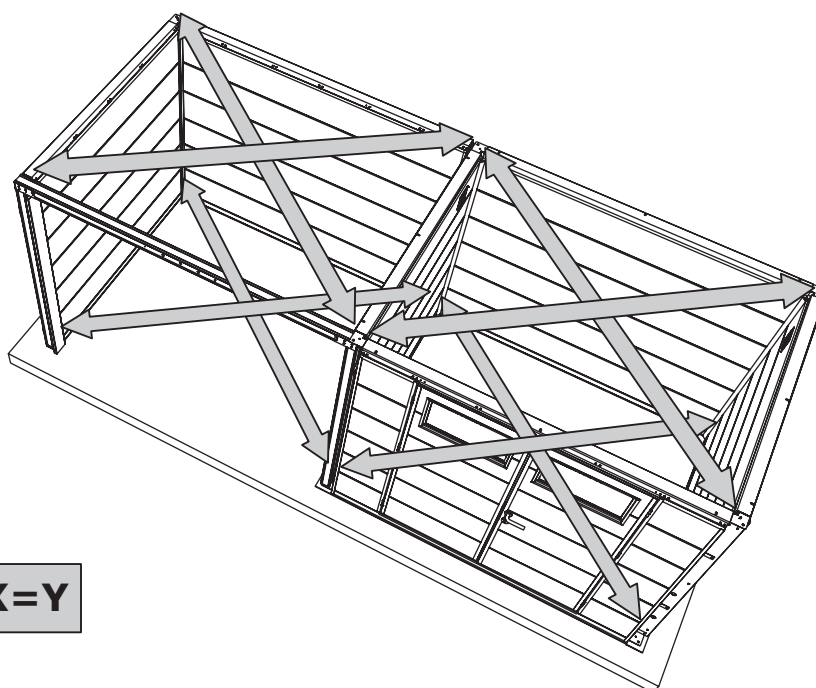
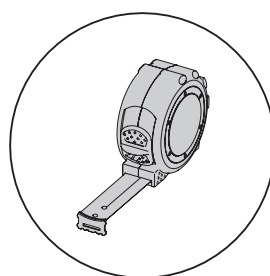
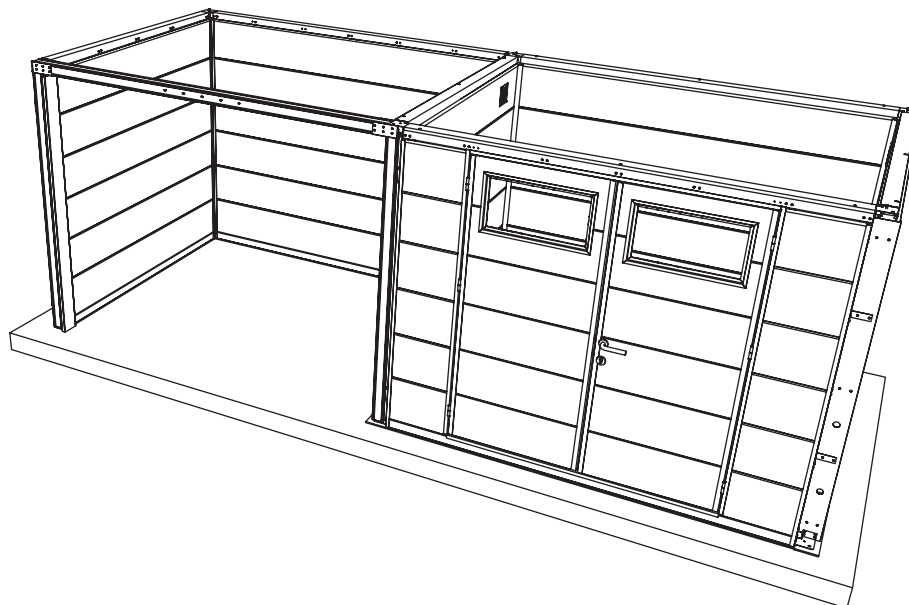
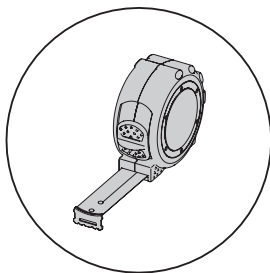
IG = 2.090mm  
IK = 2.070mm



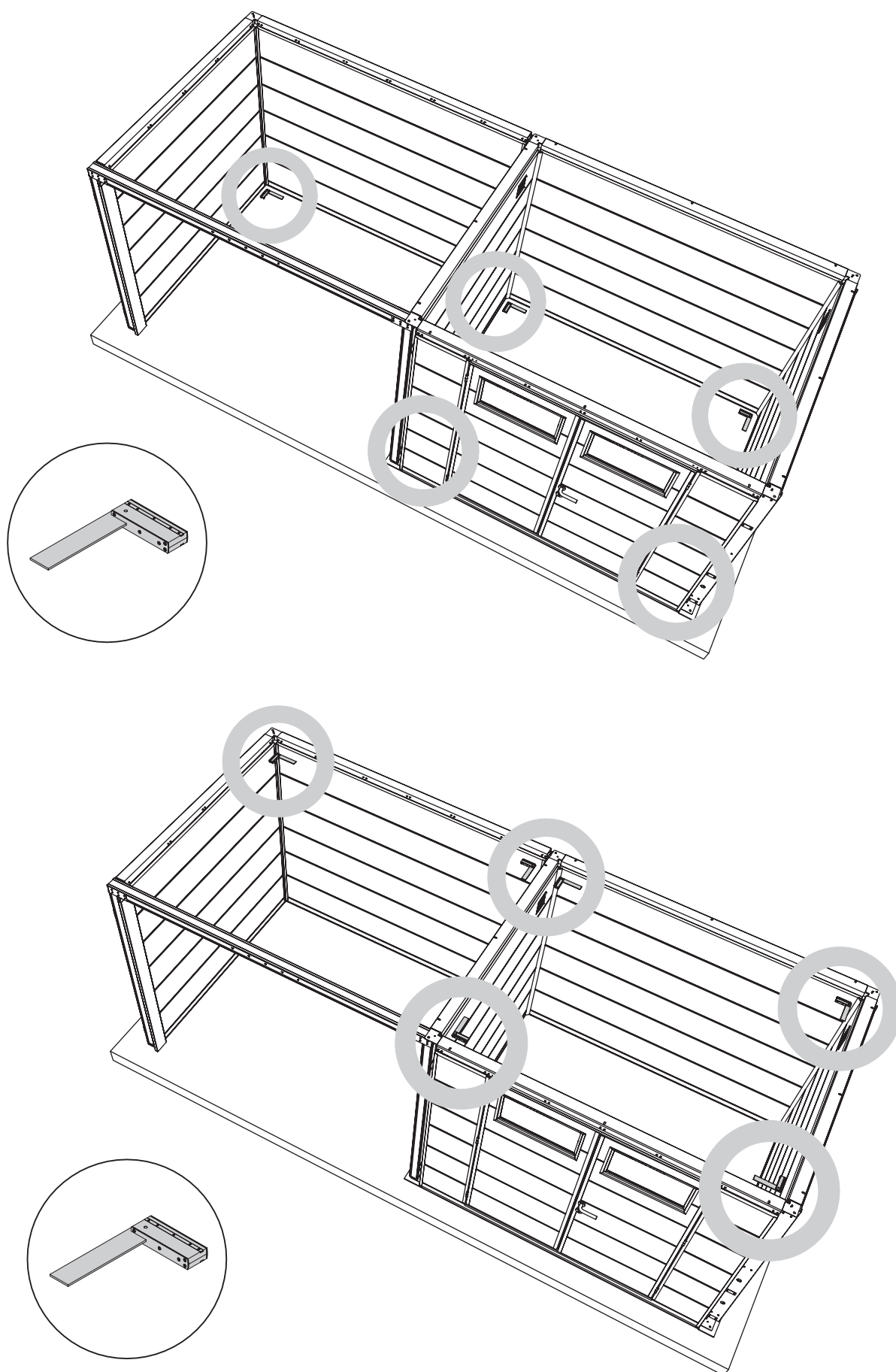
A + B + C + D Paroi / Wand / Wall / Wand

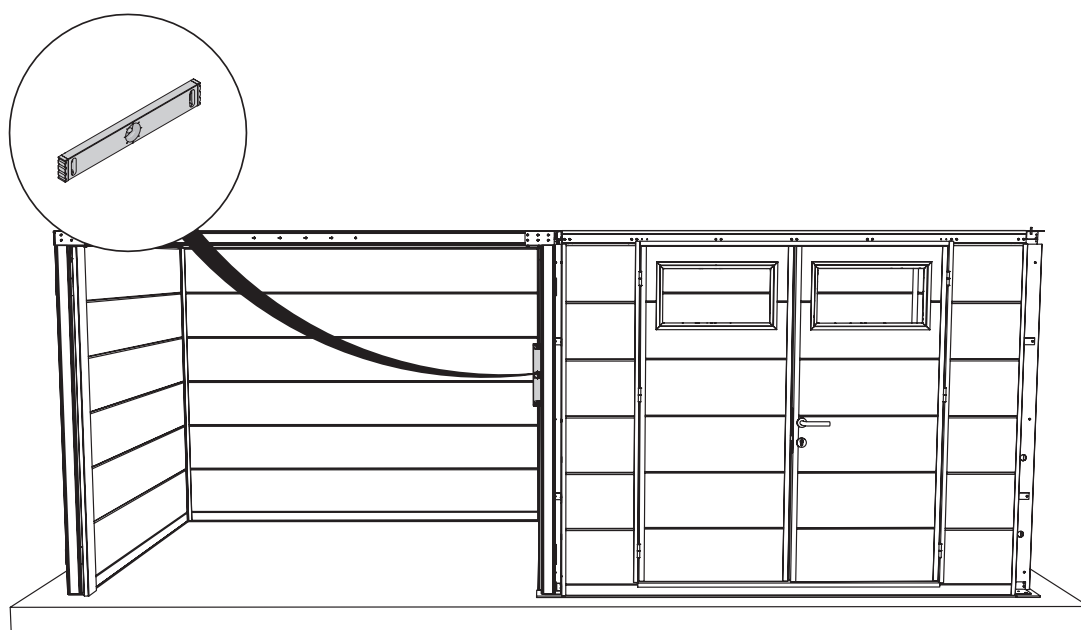
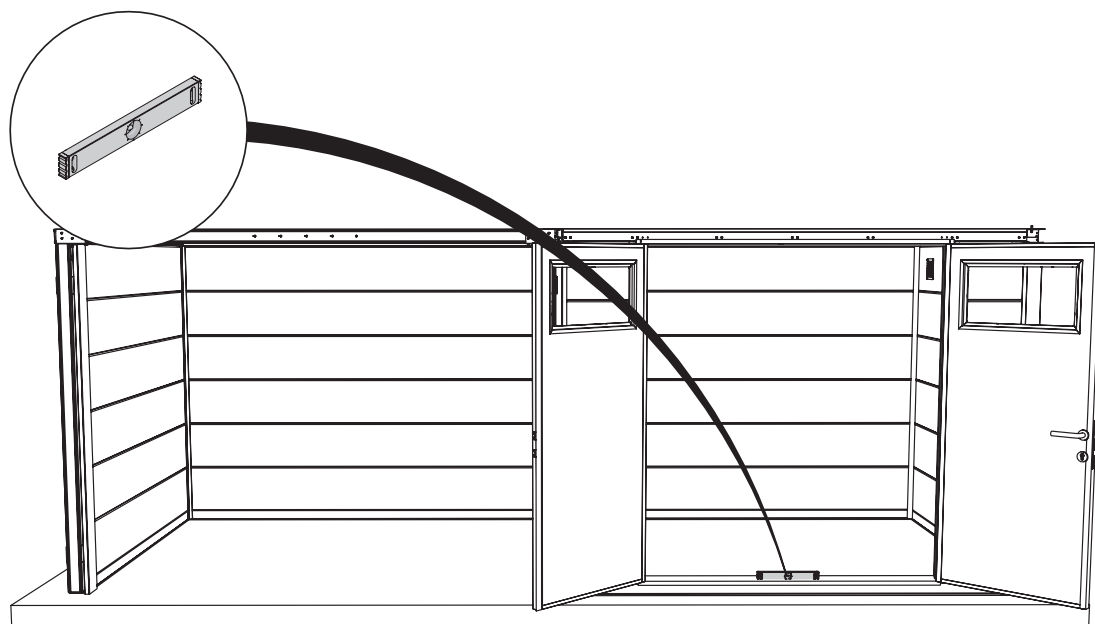
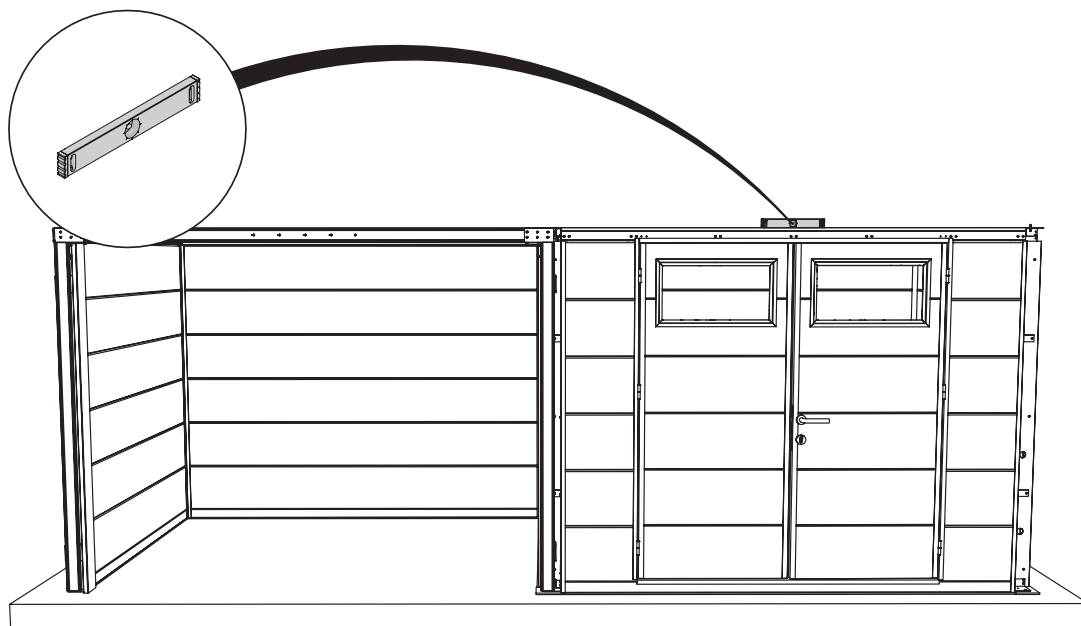
Option / Optie / Option / Option





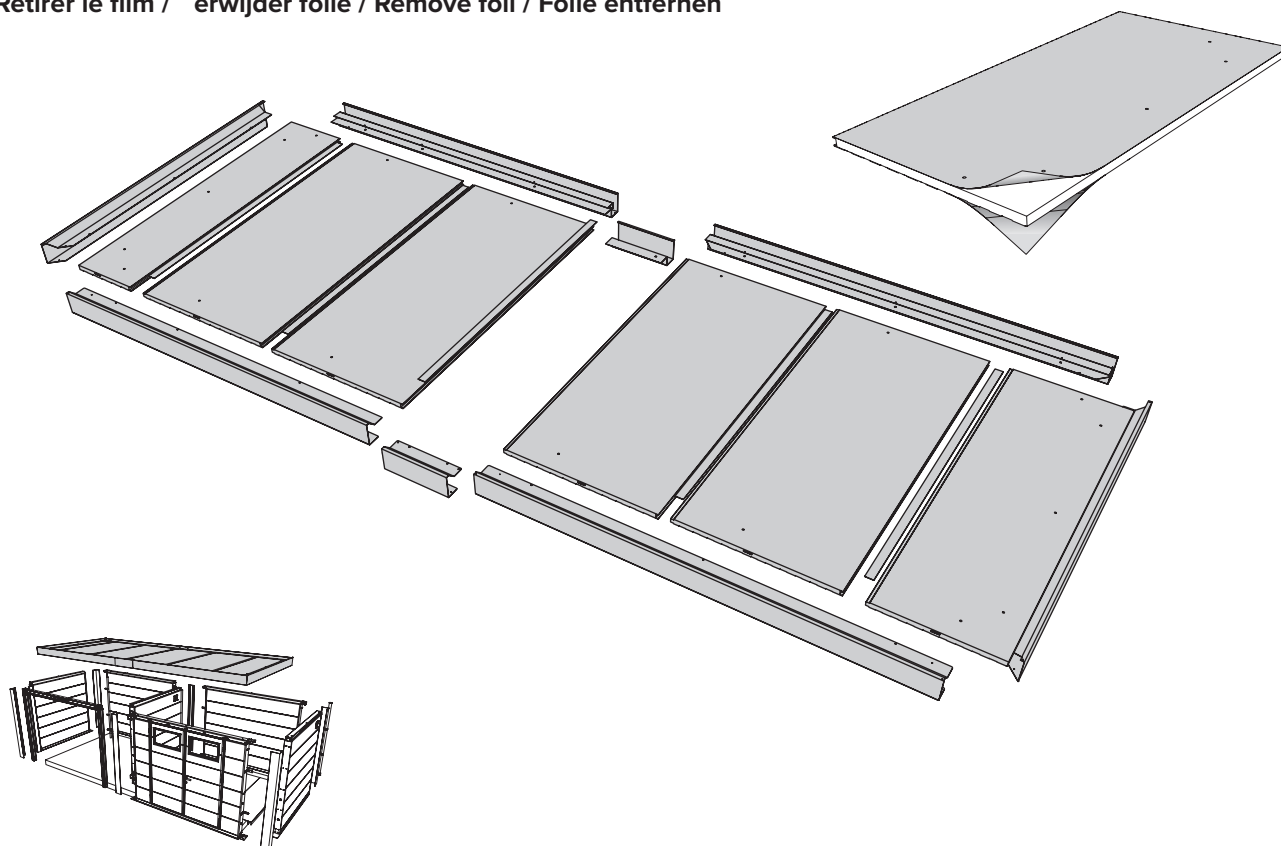
**X=Y**





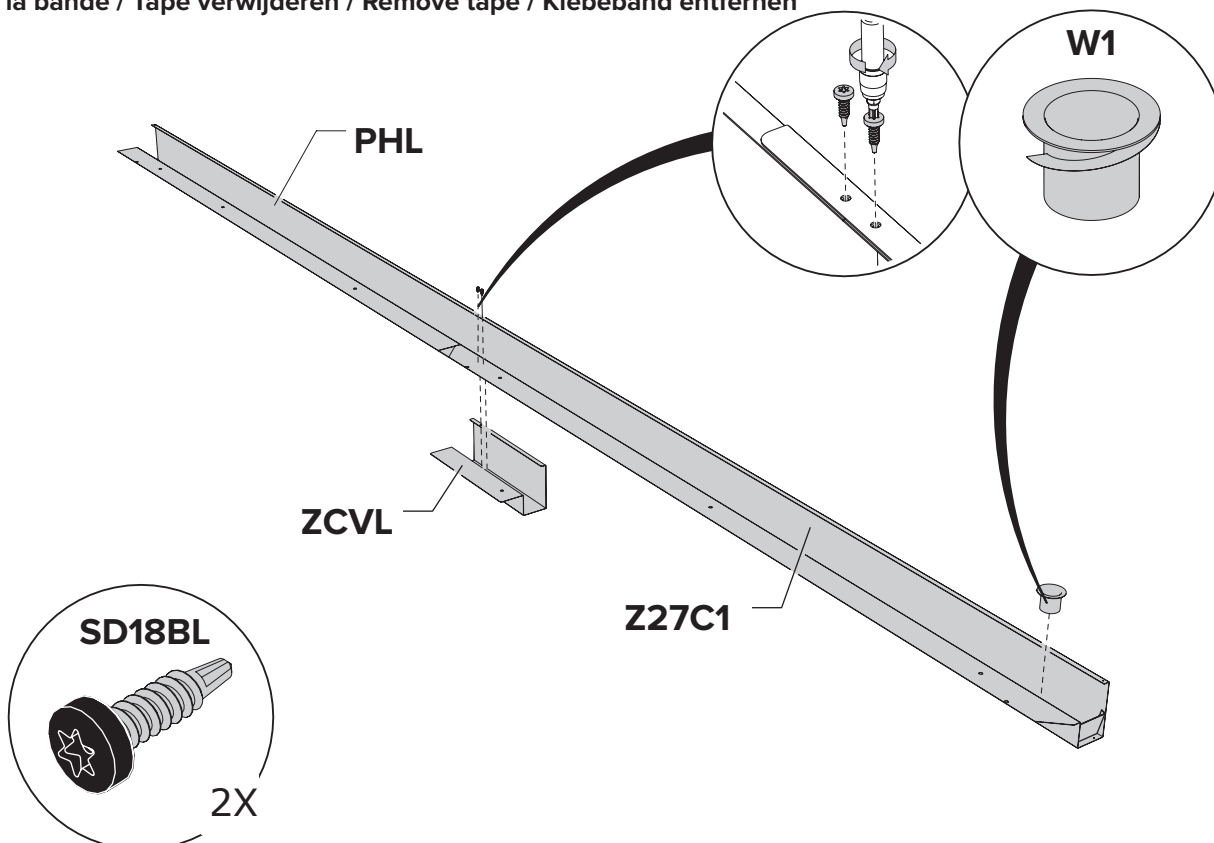


Retirer le film / erwijder folie / Remove foil / Folie entfernen



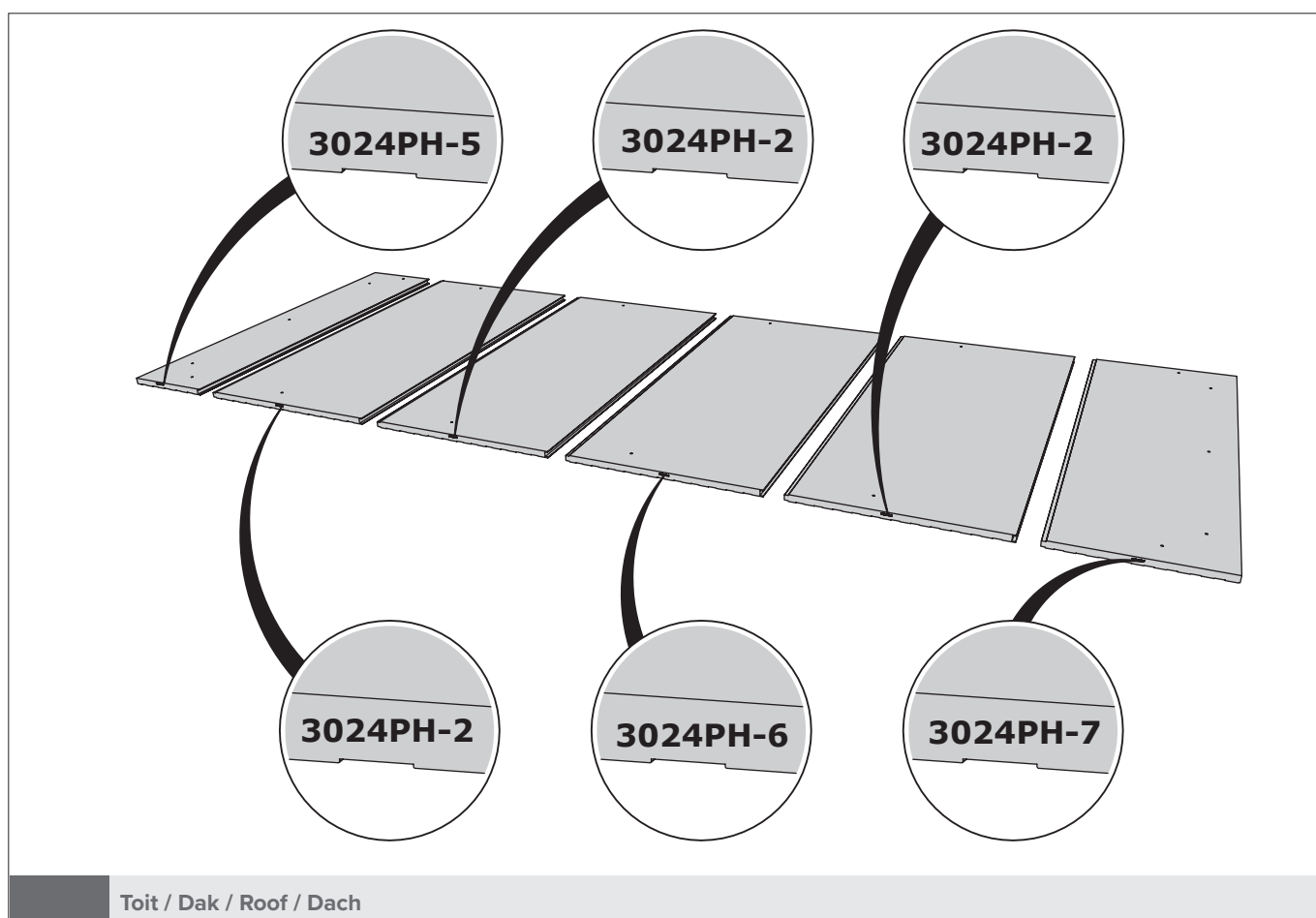
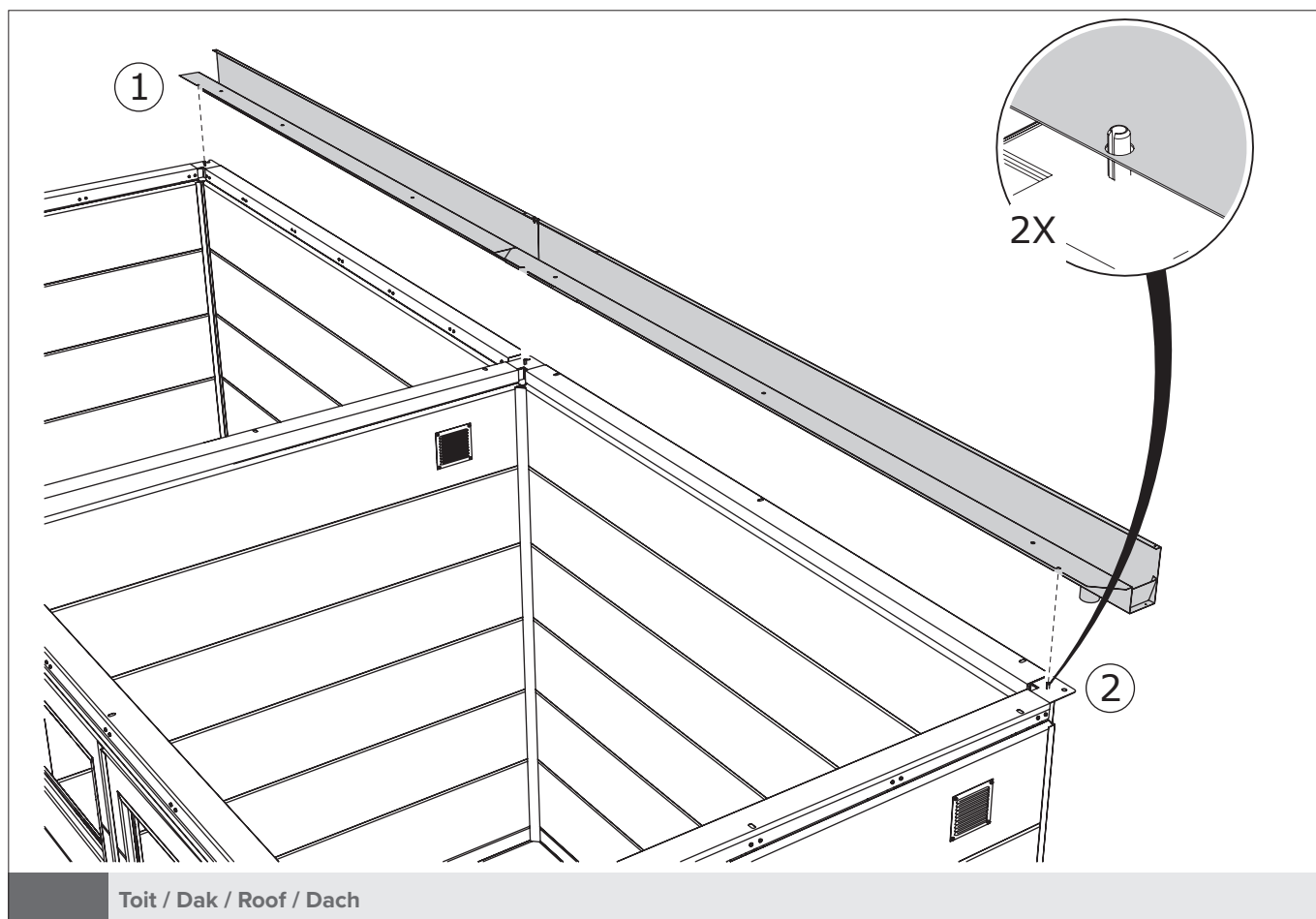
Toit / Dak / Roof / Dach

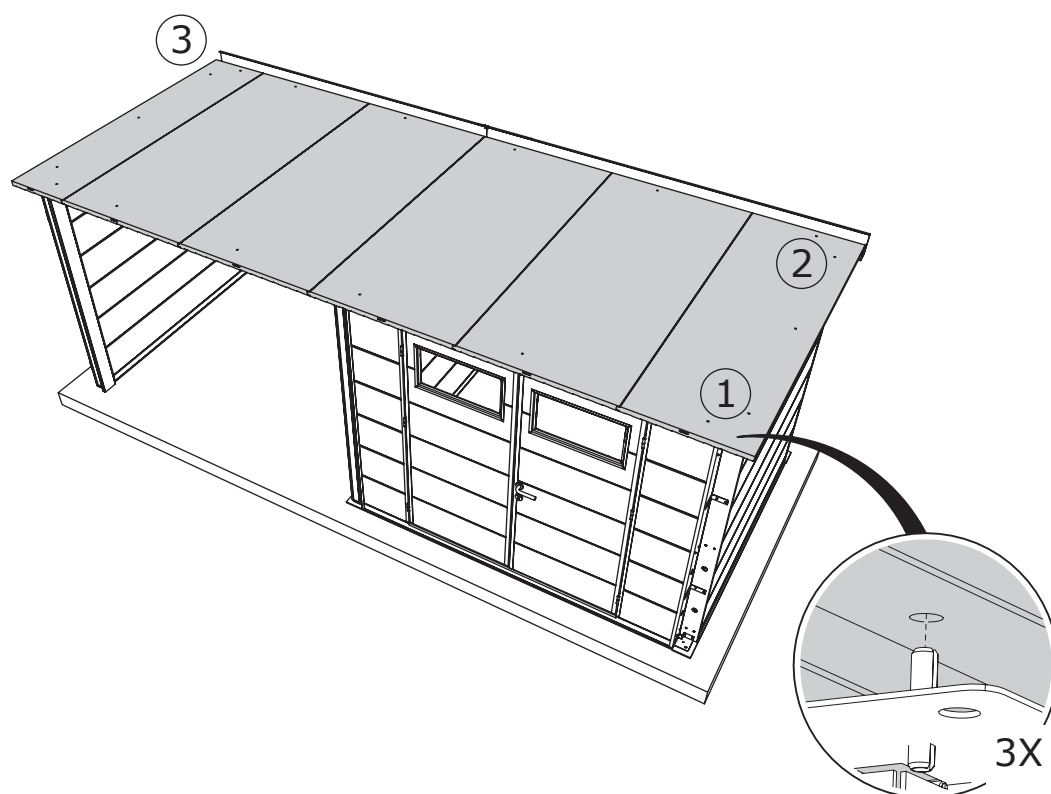
Retirer la bande / Tape verwijderen / Remove tape / Klebeband entfernen



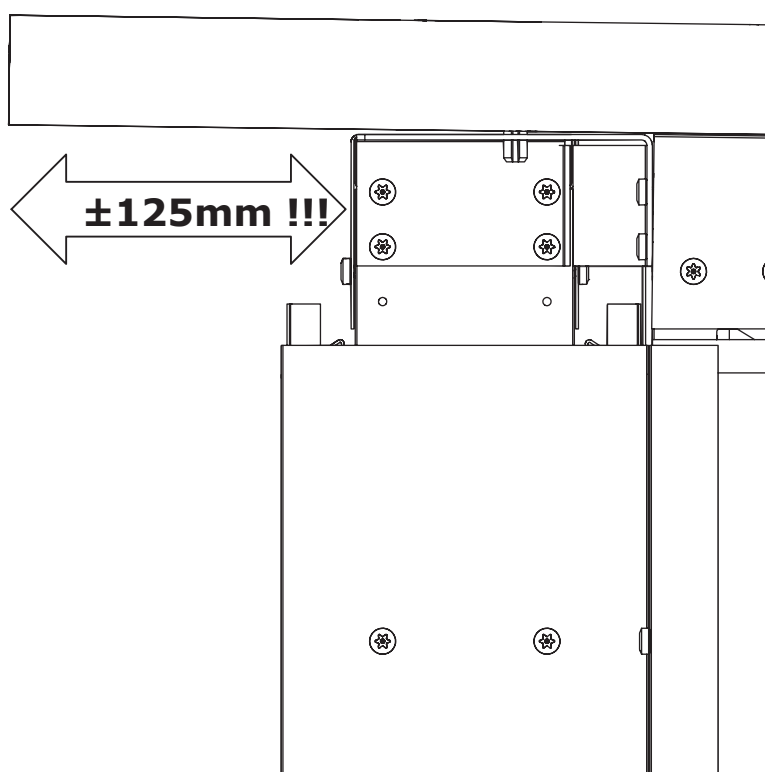
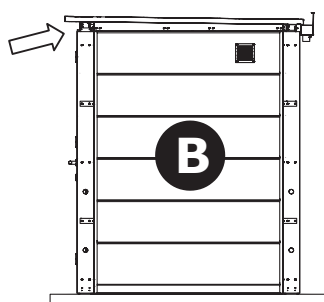
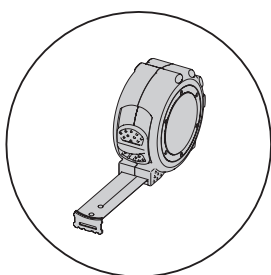
Toit / Dak / Roof / Dach



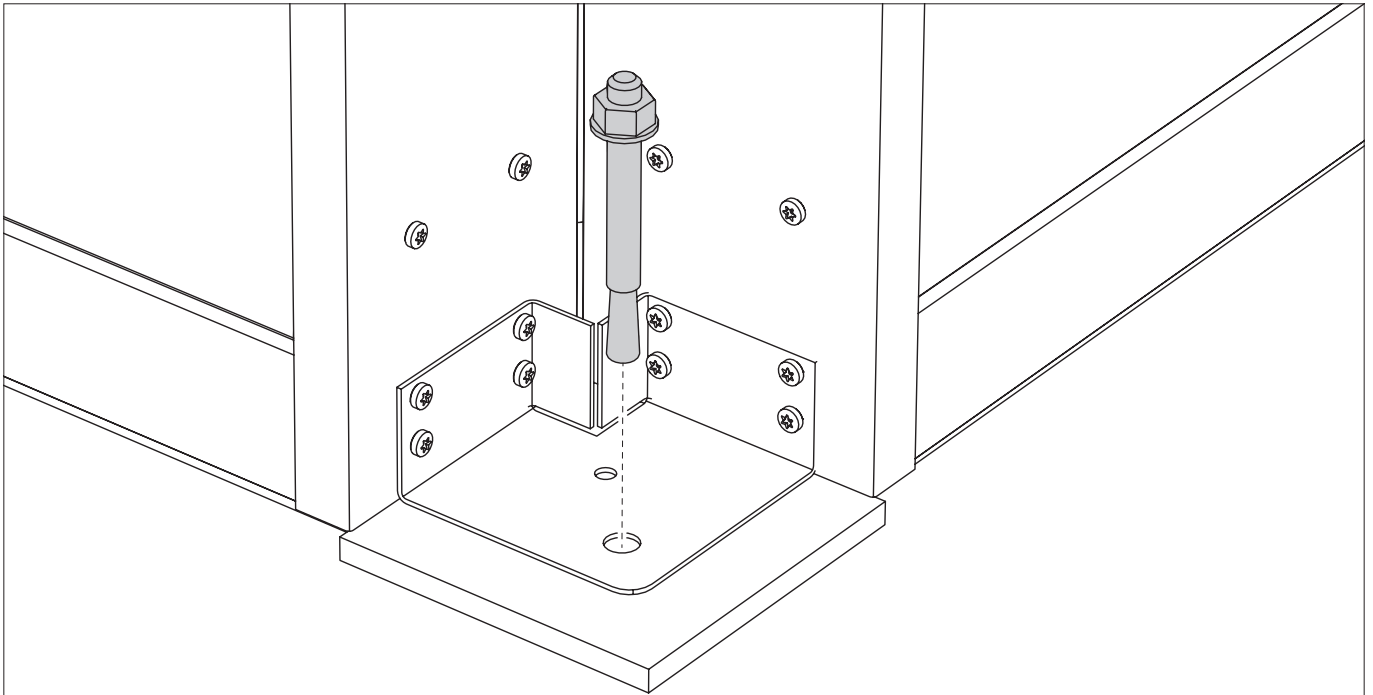




Toit / Dak / Roof / Dach

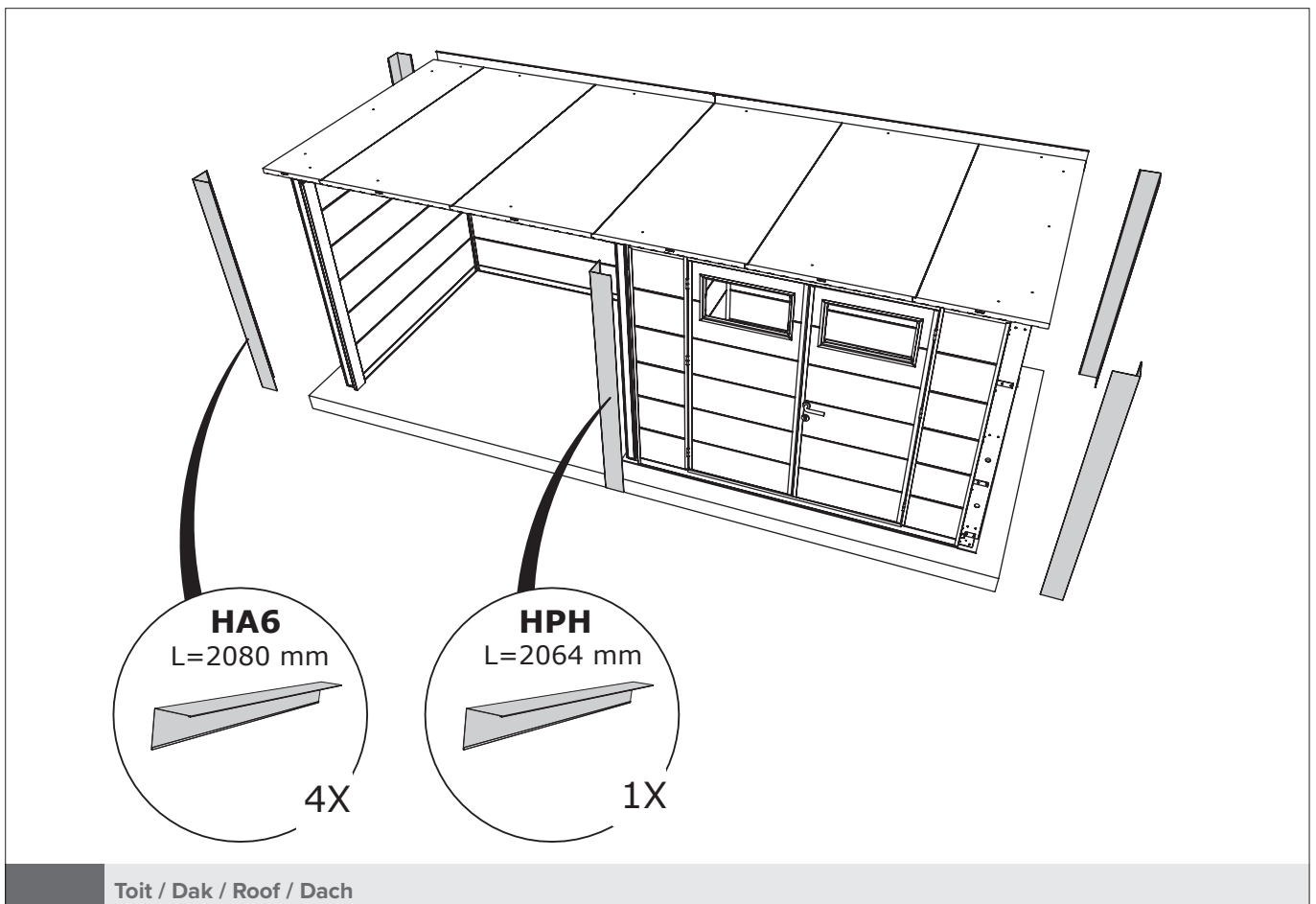


Toit / Dak / Roof / Dach

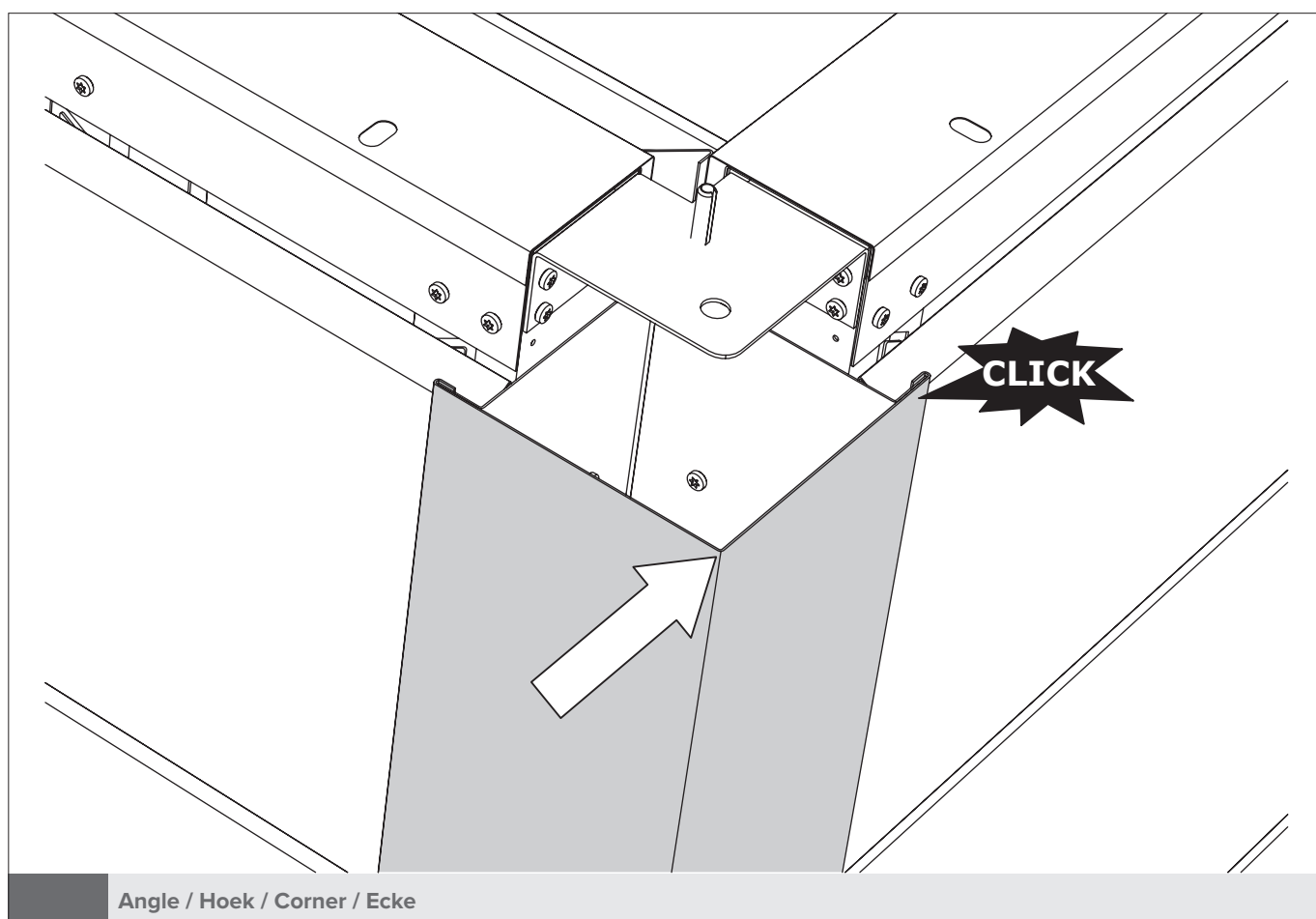
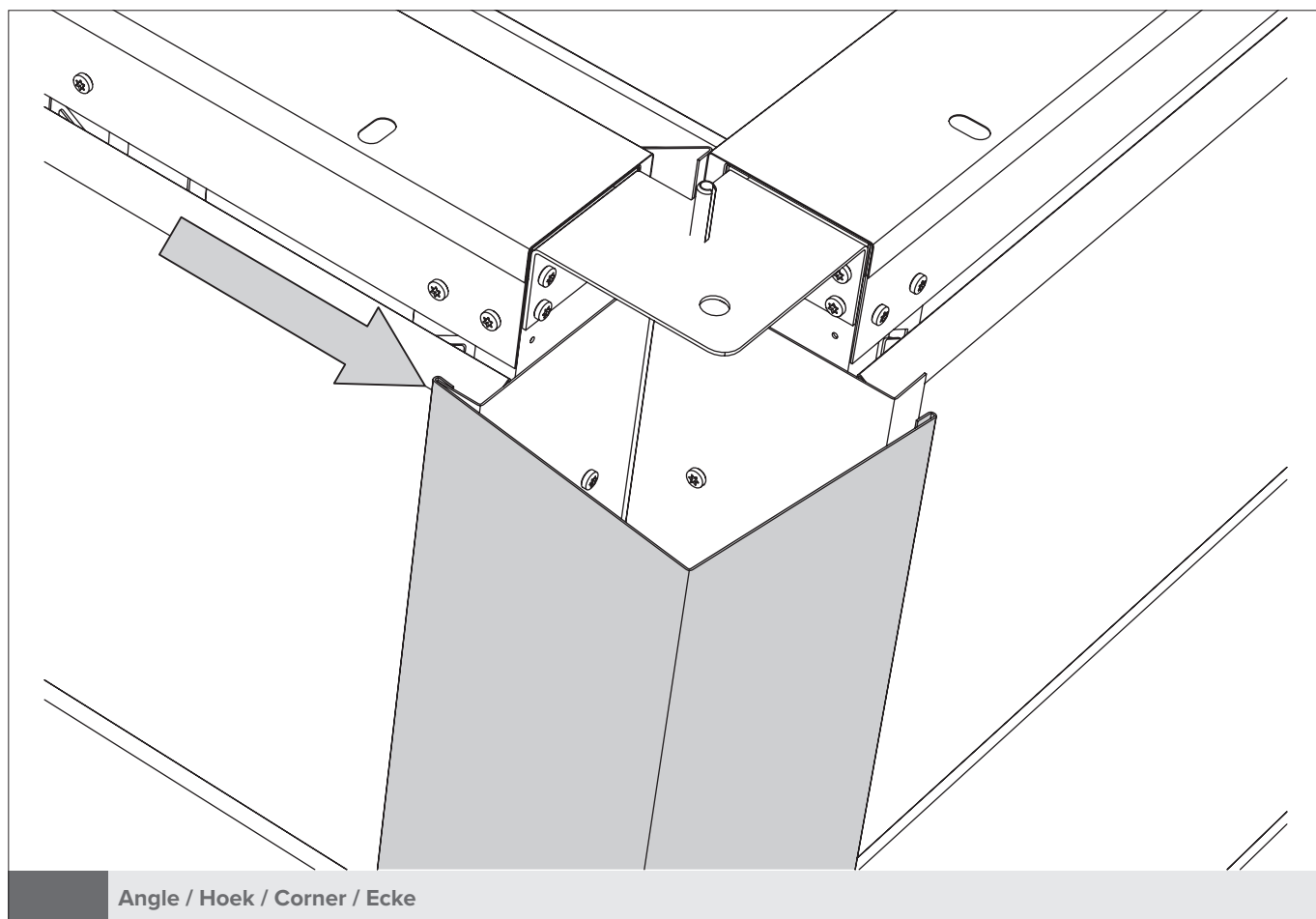


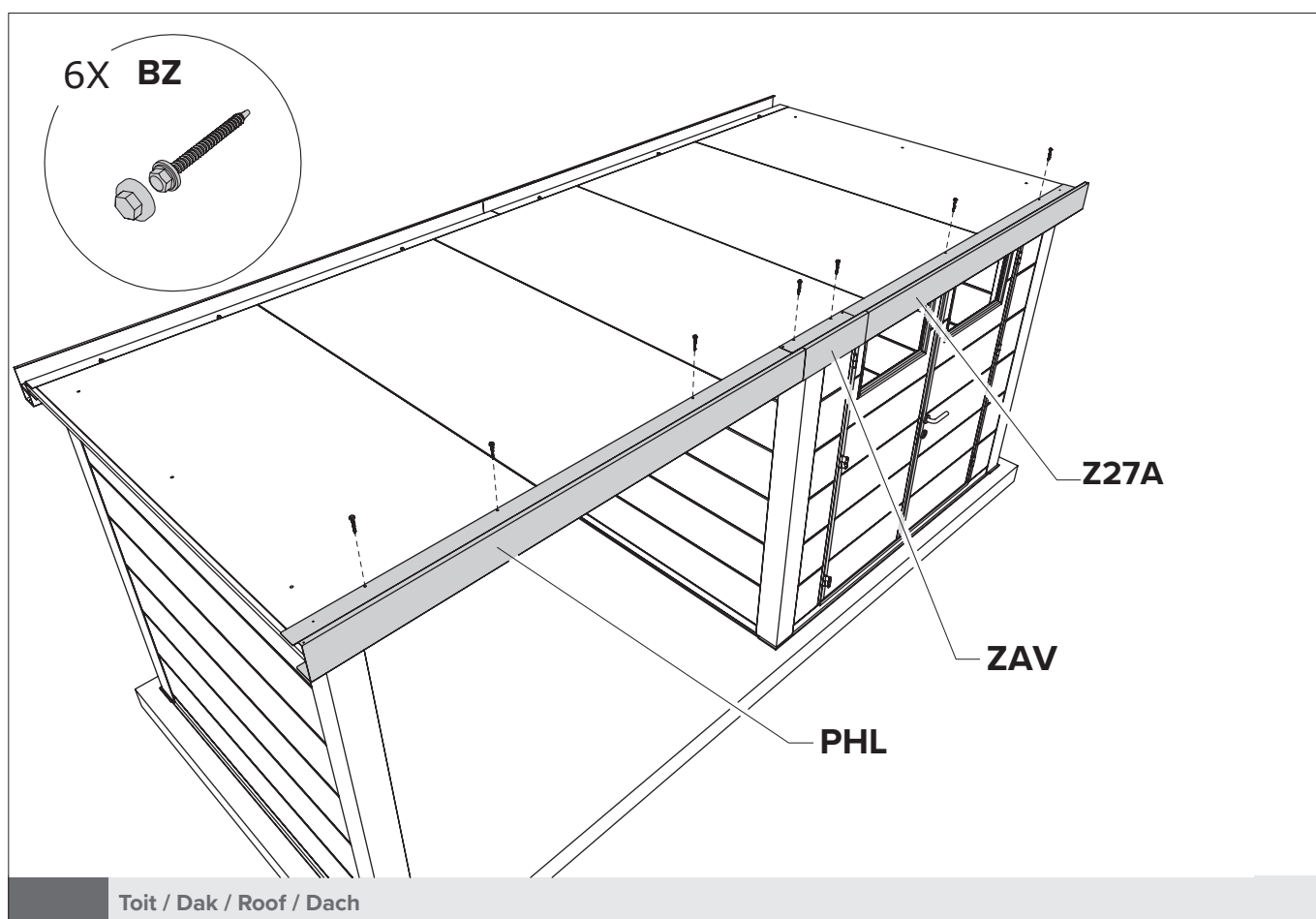
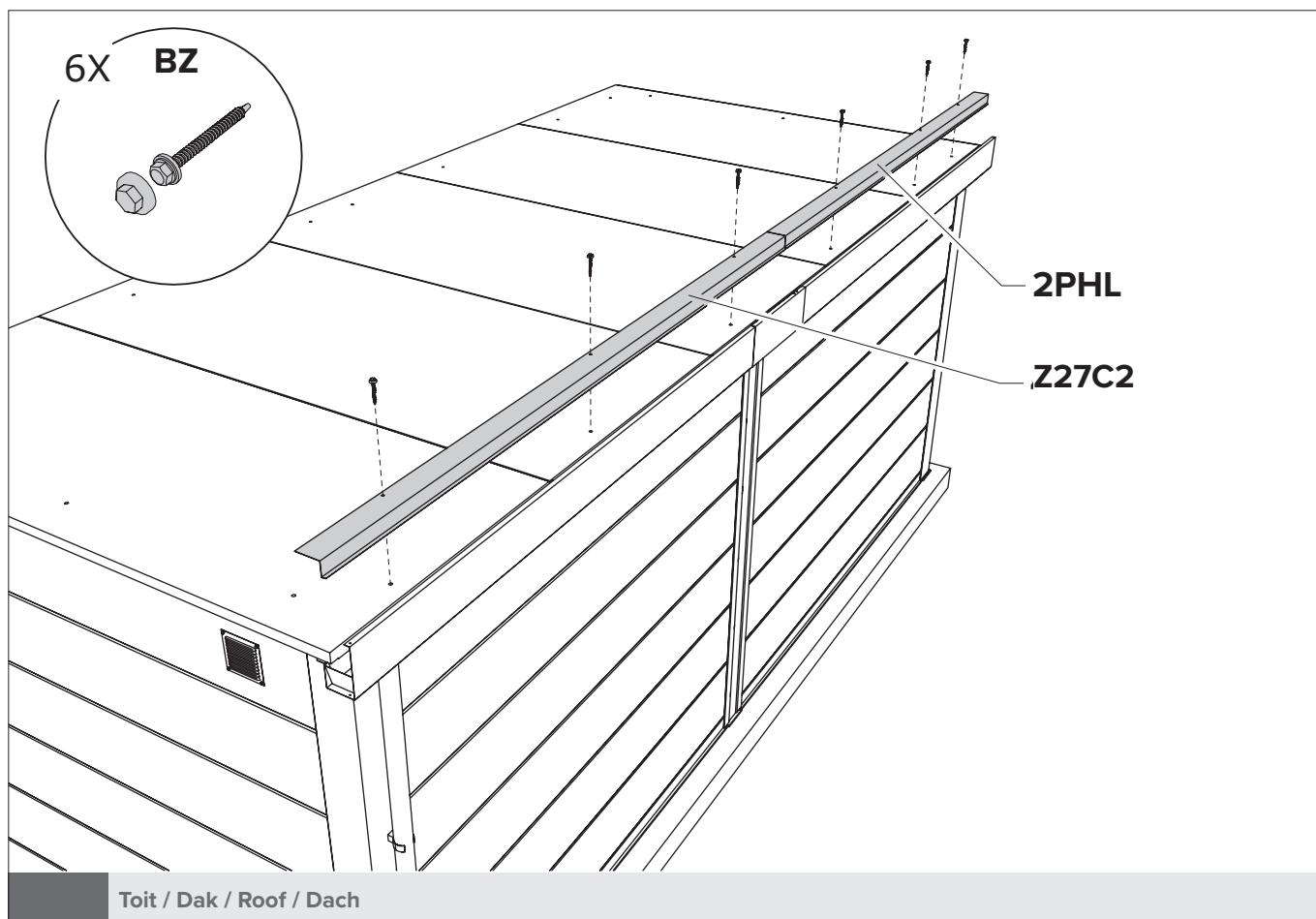
Exemple donné pour un sous-sol en béton. Fixer l'abri de jardin dans les règles de l'art.  
 Voorbeeld is voor beton-ondergrond. Tuinhuisje fixeren volgens de regels van de kunst.  
 Example is for concrete substrate. Fix the garden shed in accordance with good practise.  
 Beispiel ist für Betonuntergrund.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

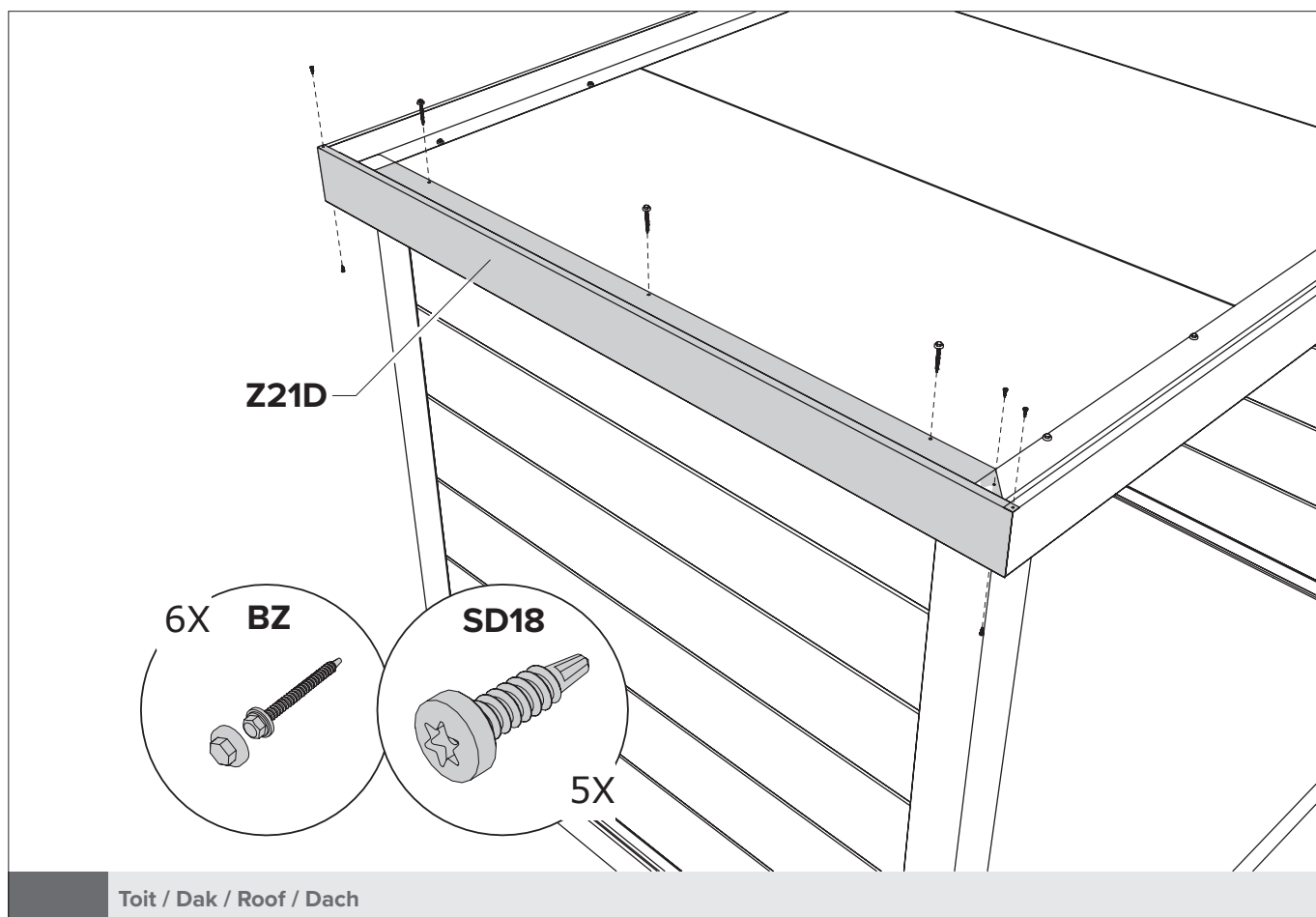
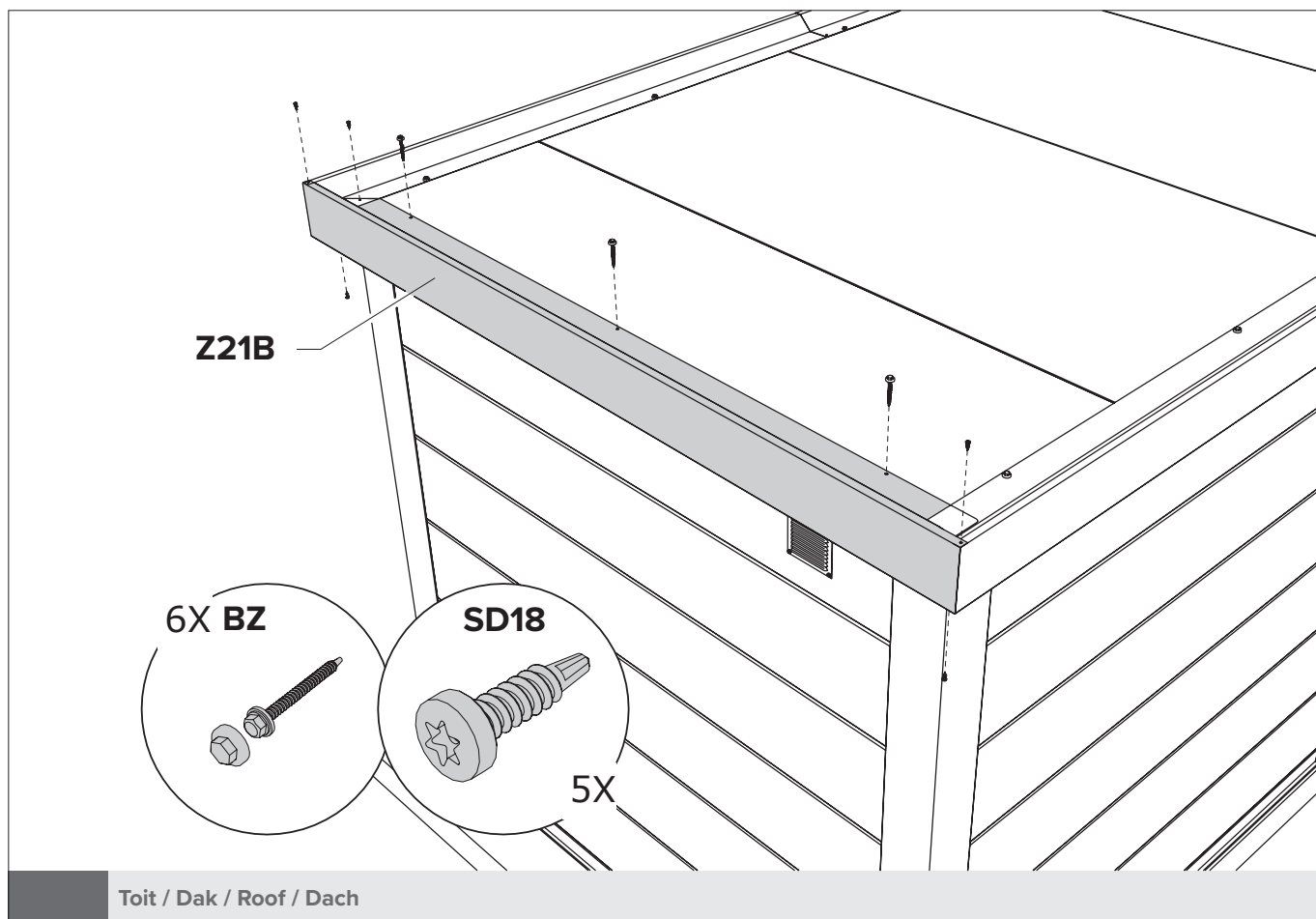
**Ancrage / Verankering / Anchoring / Verankerung**



**Toit / Dak / Roof / Dach**







**Préparation du ruban auto-adhésif:**

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

**Vorbereiding zelfklevende tape**

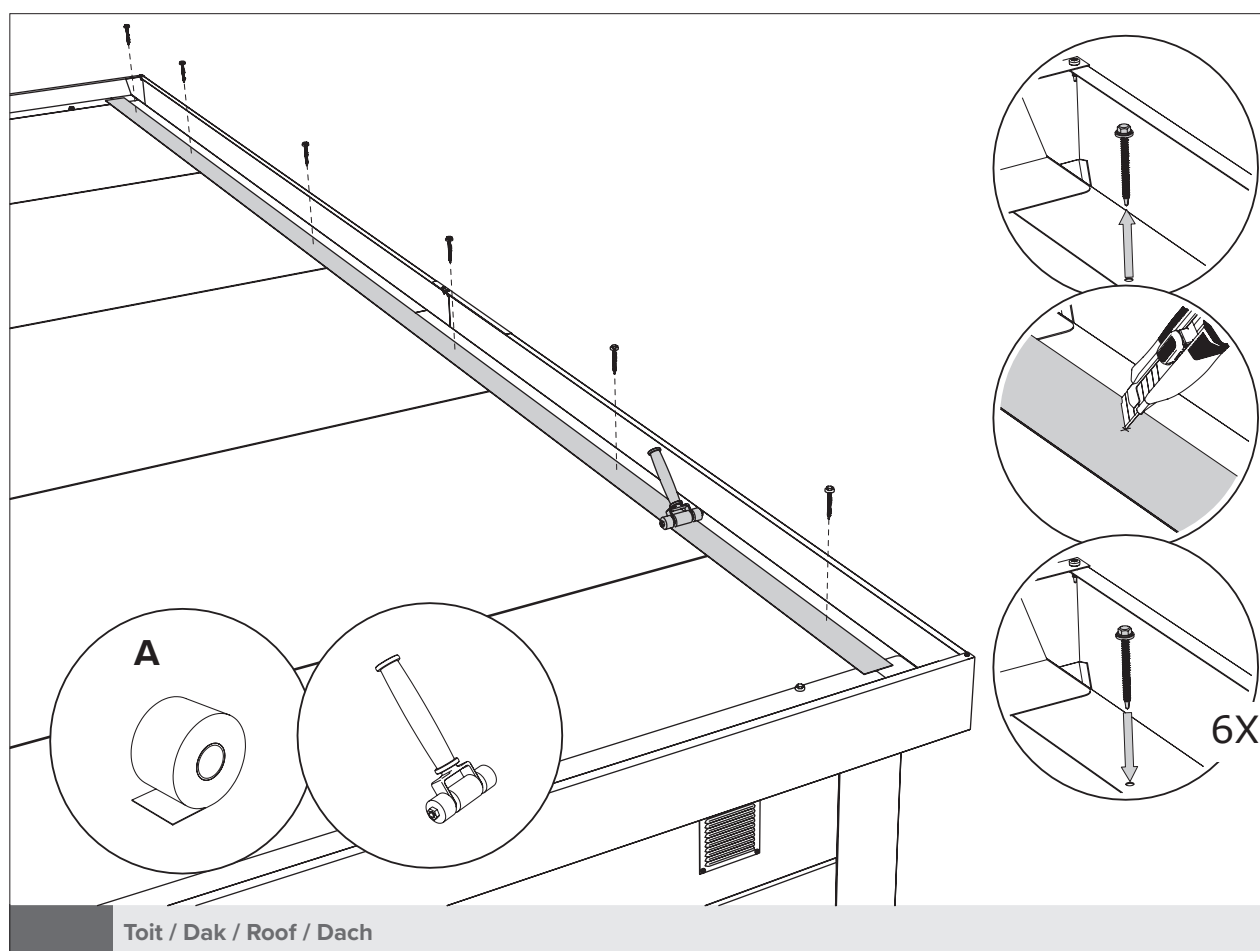
1. Oppervlak stof- en vochtvrij maken".
2. Bij  $<10^{\circ}\text{C}$  is opwarmen ondergrond d.m.v. warmtepistool (Föhn) vereist".

**Preparation of self-adhesive tape:**

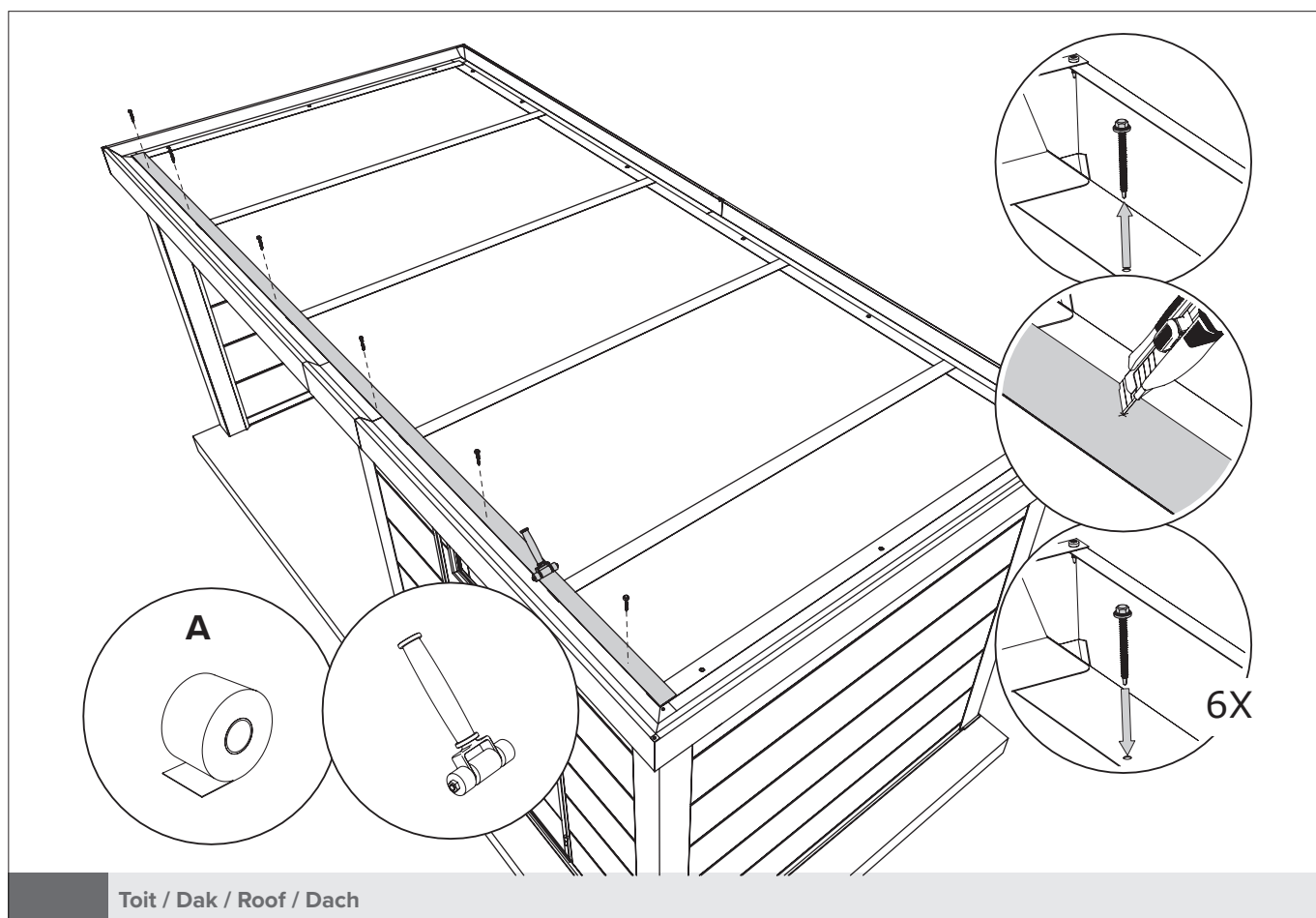
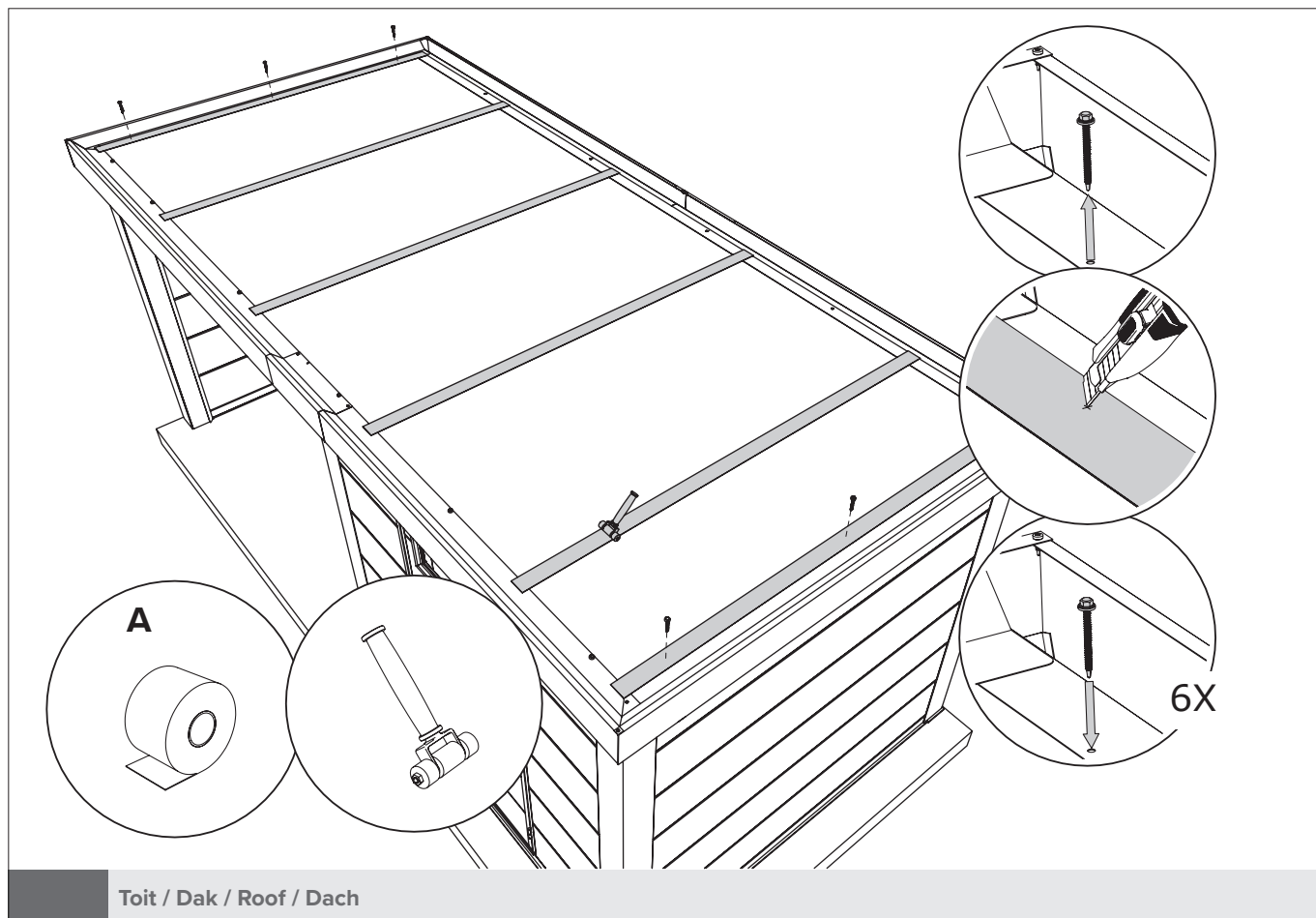
1. Make the surface dust-free and moisture-free.
2. Heat up the surface in case of  $<10^{\circ}\text{C}$  outside temperature.

**Vorbereitung des Klebebandes:**

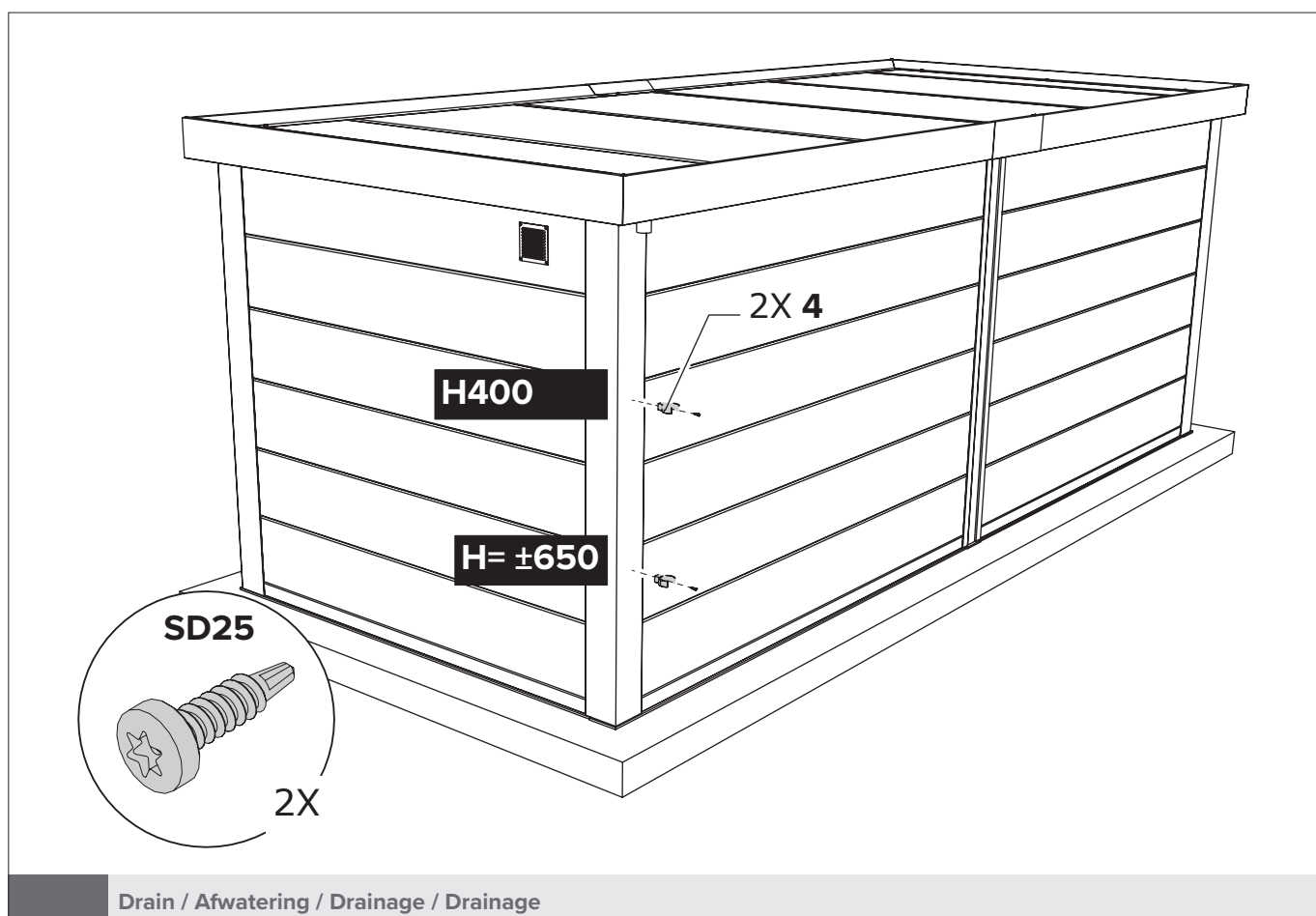
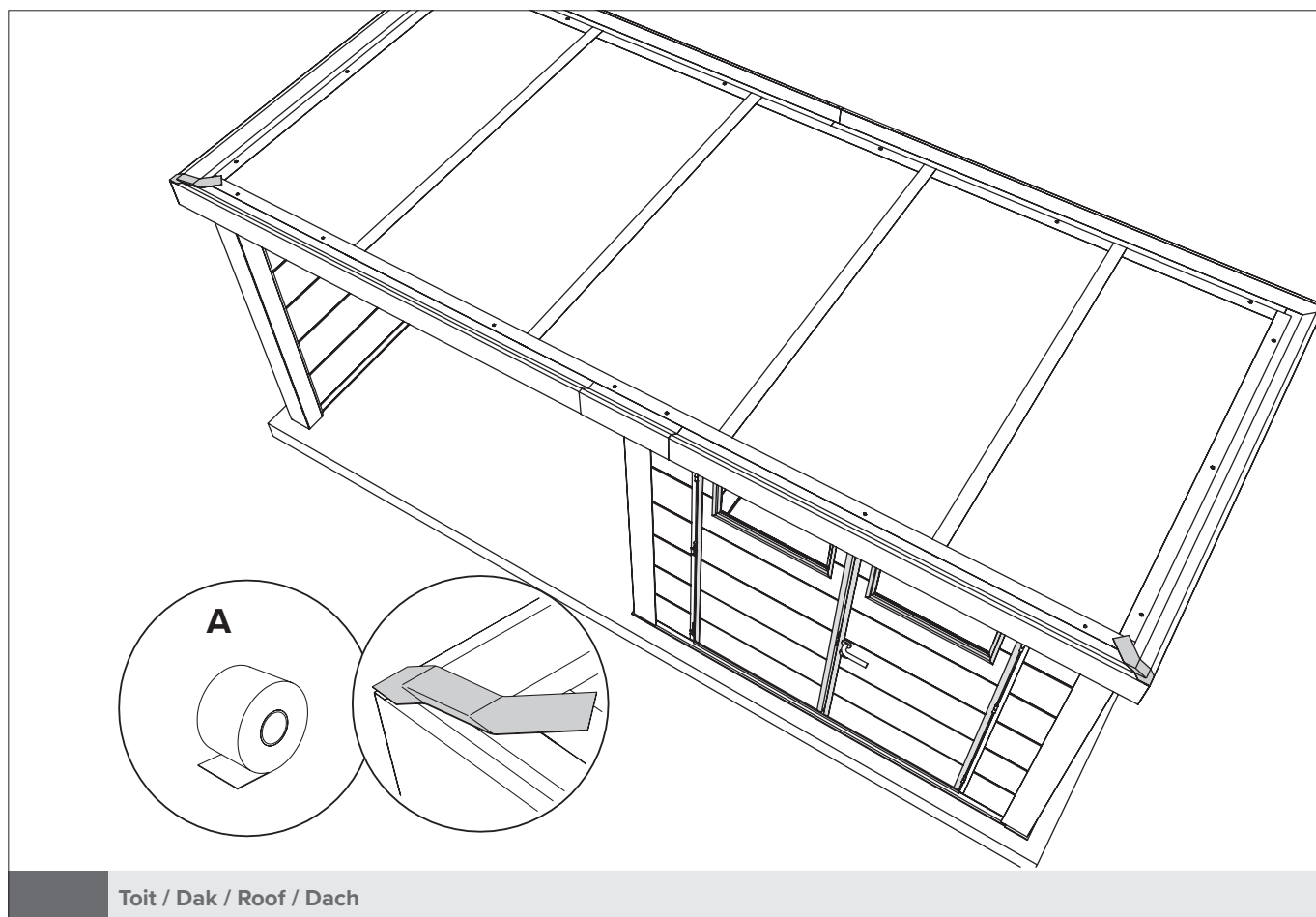
1. Machen Sie die Oberfläche staubfrei und feuchtigkeitsfrei.
2. Erwärmen Sie die Oberfläche bei einer Außentemperatur von  $<10^{\circ}\text{C}$ .

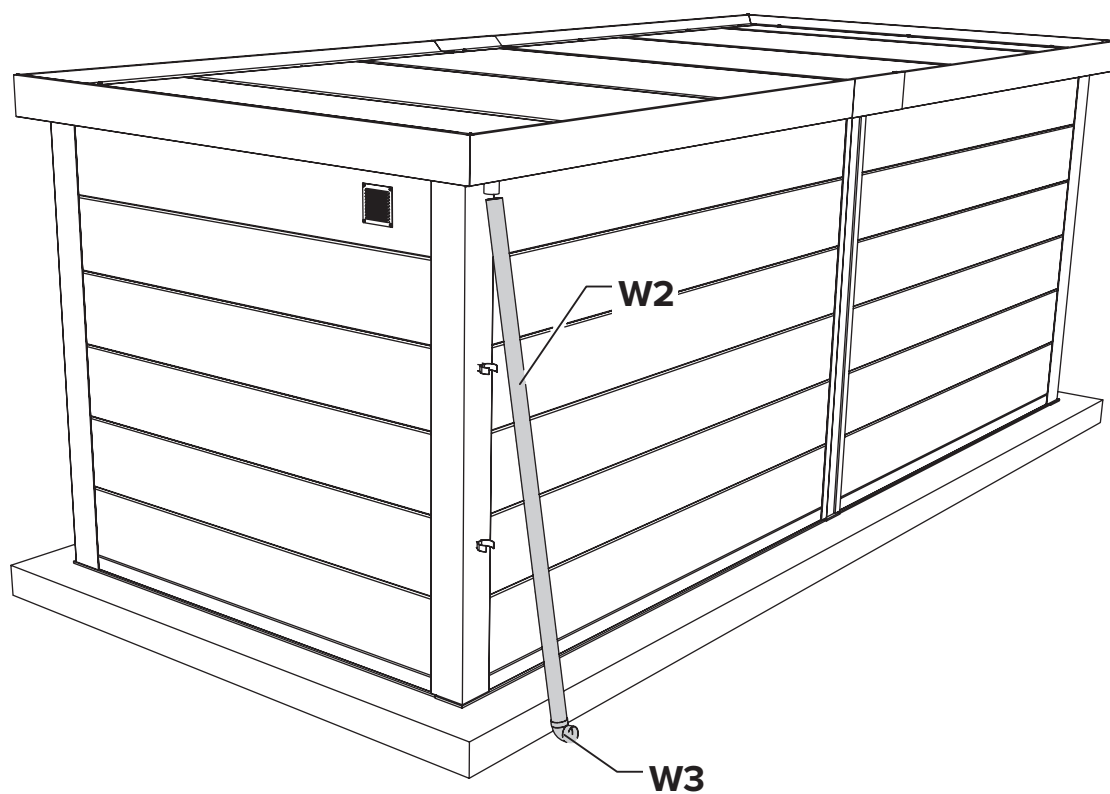


Toit / Dak / Roof / Dach

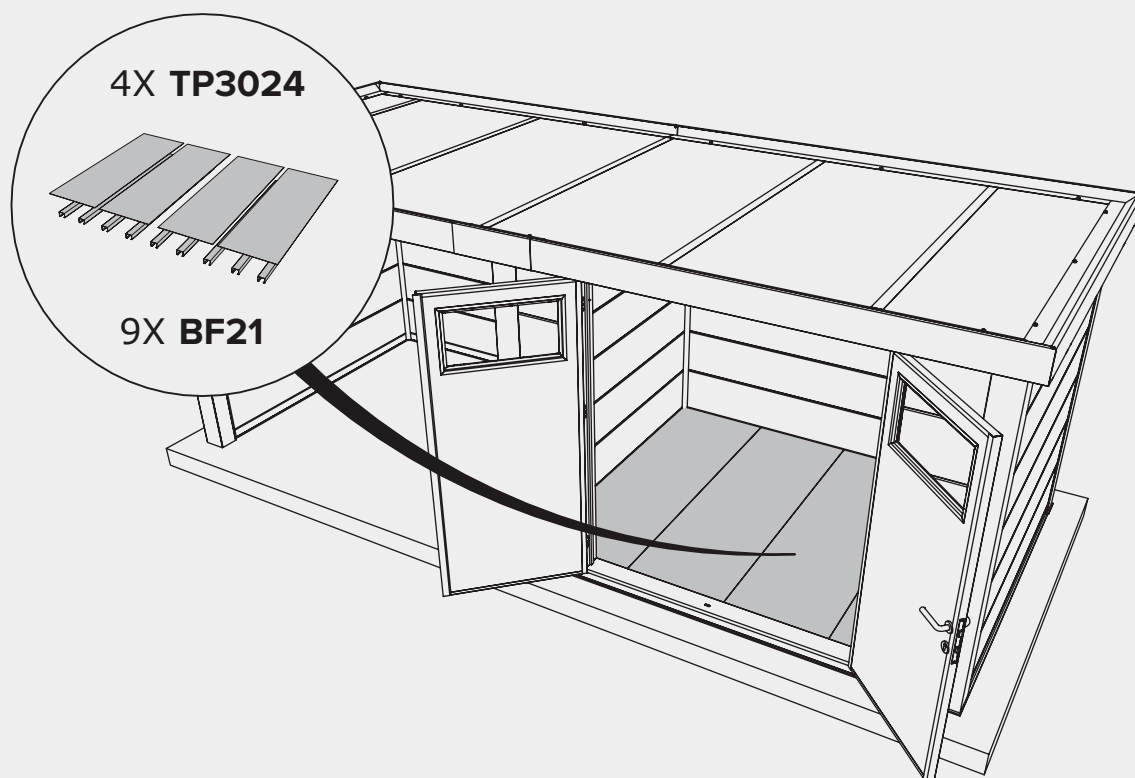






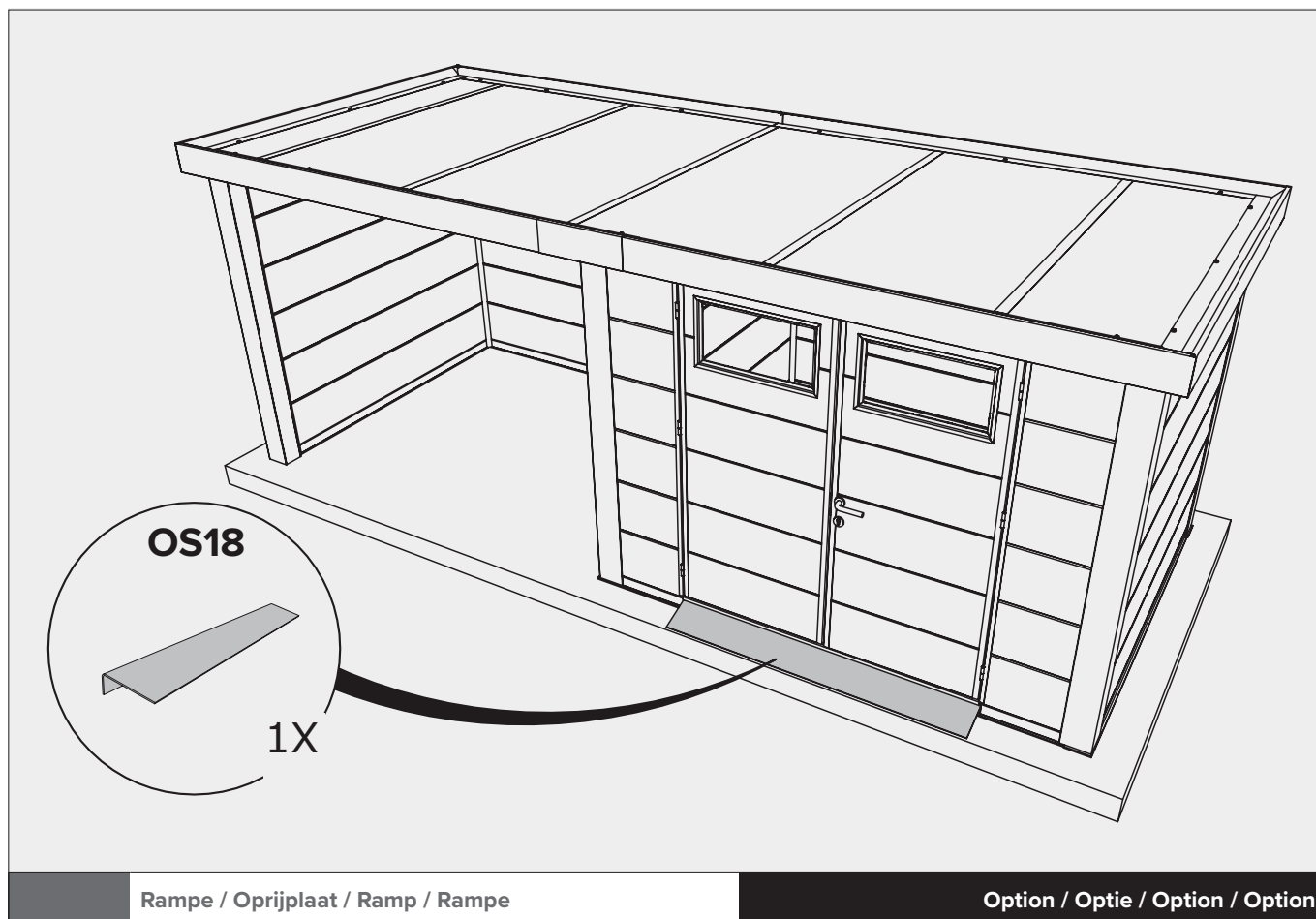


Drain / Afwatering / Drainage / Drainage



Sol / Vloer / Floor / Boden

Option / Optie / Option / Option



# Beanstandungsformular

Bitte senden Sie dieses Formular per E-Mail an **kundendienst@finnhaus.de**

## Bitte füllen Sie das Formular aus! (Bitte immer mit Fotonachweis)

Auftrags-, Lieferschein- oder Rechnungsnummer: \_\_\_\_\_

Hauskontrollnummer: \_\_\_\_\_

Haustyp/Modell: \_\_\_\_\_

Datum der Anlieferung: \_\_\_\_\_

Datum der Beanstandung: \_\_\_\_\_

Name des Händlers: \_\_\_\_\_

Ist das Haus von Finnhaus-Monteuren aufgebaut worden? Ja ☐

Nein ☐

Wenn nicht, durch wen wurde das Haus aufgebaut?

\_\_\_\_\_

Name: \_\_\_\_\_

Straße/Hausnr.: \_\_\_\_\_

PLZ/Ort: \_\_\_\_\_

Telefon/Handy: \_\_\_\_\_

### Wichtig

- Eindeutige Fotos der Beschädigung erstellen
- Fehlteile in der originalen Teile-/Stückliste mit Mengenangabe vermerken

## Beanstandungsgrund

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**Wir bringen Urlaub in den Garten**

# Serviceleitfaden

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

**Sollte es dennoch zu einer Beanstandung kommen, bitten wir Sie, diese grundsätzlich schriftlich per Mail zu melden und folgende Hinweise zu beachten:**

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.

**Um Ihre Beanstandung reibungslos bearbeiten zu können, bitten wir um Ihre weitere Unterstützung:**

- Geben Sie bitte die Auftragsnummer, Lieferscheinnummer oder Rechnungsnummer von Finnhaus Wolff an.
- An der Verpackung und/oder in den Unterlagen, die dem Paket beiliegen, finden Sie eine Hauskontrollnummer. Anhand dieser Nummer ist uns eine eindeutige Zuordnung möglich.
- Auf der im Paket beiliegenden Teileliste markieren Sie bitte die Positionen, die dem defekten Teil des Artikels entspricht. Bitte geben Sie dort auch die Stückzahl der defekten Teile an.
- Fügen Sie diese kommentierte Teileliste sowie die Hauskontrollnummer Ihrer Beanstandung hinzu.

Bitte senden Sie Ihre Mail an: **kundendienst@finnhaus.de**

Wir setzen uns in Kürze mit Ihnen in Verbindung.

**Herzlichen Dank für Ihre Unterstützung!**

**Sie haben Fragen zu diesem Produkt:**  
**Bitte beachten Sie dazu die Informationen**  
**aus dem Serviceleitfaden!**

**Kostenlose deutschsprachige Service Hotline:**  
**0032 800 - 11564**  
**Montag - Freitag: 09:00 - 16:00 Uhr**

**Kundendienst-Mail:**  
**[eleganto-service@telluria.eu](mailto:eleganto-service@telluria.eu)**



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**BC DESIGN**  
samen visualiseren

Manual by BC DESIGN bvba



**FINNHAUS**  
WOLFF