



# Damage Claim Form

If your Mamava pod or VaRoom\* arrives with any damaged or missing parts, we want to know! Complete this form and send it to [service@mamava.com](mailto:service@mamava.com) **within 10 days of delivery** to be eligible for repair or replacement. We'll do our best to respond within 24 hours of receiving your form.

## Damage claim process

- 1 Identify the product you have in the following pages.
- 2 Circle the damaged area(s) on the parts page.
- 3 Provide a detailed explanation of the damage or missing parts, including all relevant part numbers. If you don't have the part number, please include the page number from the assembly instructions where the part is described.
- 4 Take photos of any damage—including pallet, packaging, and parts.
- 5 Send photos and completed form to [service@mamava.com](mailto:service@mamava.com).

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Company/Organization Name

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Company Address

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Contact Name

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Contact Email Address

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Contact Phone Number

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Date of Delivery

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Serial Number\*\*

\*To report VaRoom damage, fill out page 1 of this form and send along with photos to [service@mamava.com](mailto:service@mamava.com).

\*\*The pod serial number is on the door jamb. The VaRoom serial number is on the key tag (provided by Mamava) and begins with MLK followed by "-" and four numbers.

## XL Pod

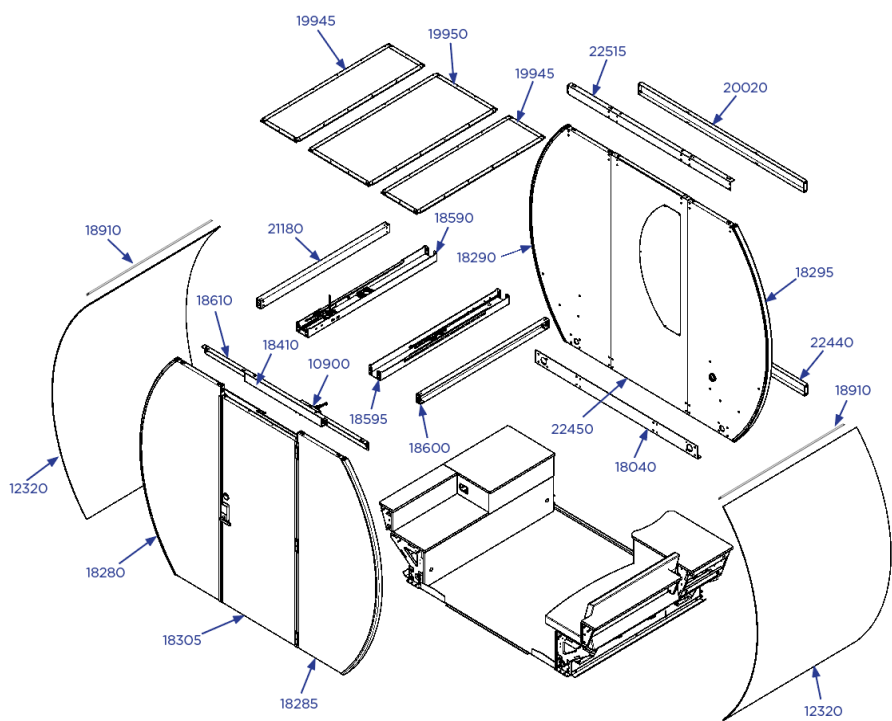




# XL Pod Parts: Wall Panel + Roof

PART NUMBER	PART	PART NUMBER	PART
10900	Door Closer	21180	Light Bar, Left
18040	Back Wall Tray	18600	Light Bar, Right
18280	Wall Panel, Front Left	18610	Door Header
18285	Wall Panel, Front Right	22440	Wire Covers
18290	Wall Panel, Back Left	22515	Wall Cap, Back
18295	Wall Panel, Back Right	18910	Graphics Cap, Upper
22450	Wall Panel, Back Center	12320	Graphics Panel
18305	Door	19945	Roof Panel, Outer
18590	Roof Tray, Left	19950	Roof Panel, Center
18595	Roof Tray, Right	18410	Header Cover

Circle the damaged part(s).



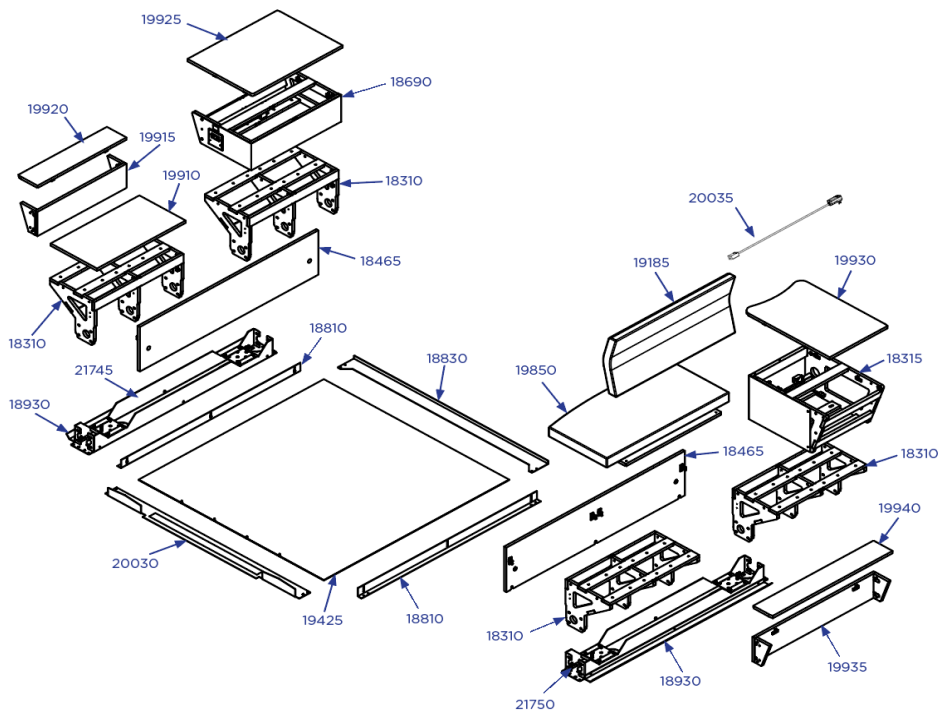
Describe the damage.

# XL Pod Parts: Bench, Seat + Shelf

PART NUMBER	PART	PART NUMBER	PART
18310	Seat Base	19185	Seatback
18315	Shelf Base, Right	19425	Floor
18465	Beauty Panel, Left	19850	Seat Cushion
18465	Beauty Panel, Right	19915	Bench Backrest
19910	Bench Top	19920	Bench Backrest Top
18690	Shelf Base, Left	19925	Shelf Top, Left
21745	Chassis, Left	19930	Shelf Top, Right
21750	Chassis, Right	19935	Seat Backrest
18810	Floor Frame, Side	19940	Seat Backrest Top
18830	Floor Frame, Back	20030	Floor Frame, Front
18930	Graphics Cap, Lower	20035	GFCI cord

Circle the damaged part(s).

Describe the damage.



## Original Pod

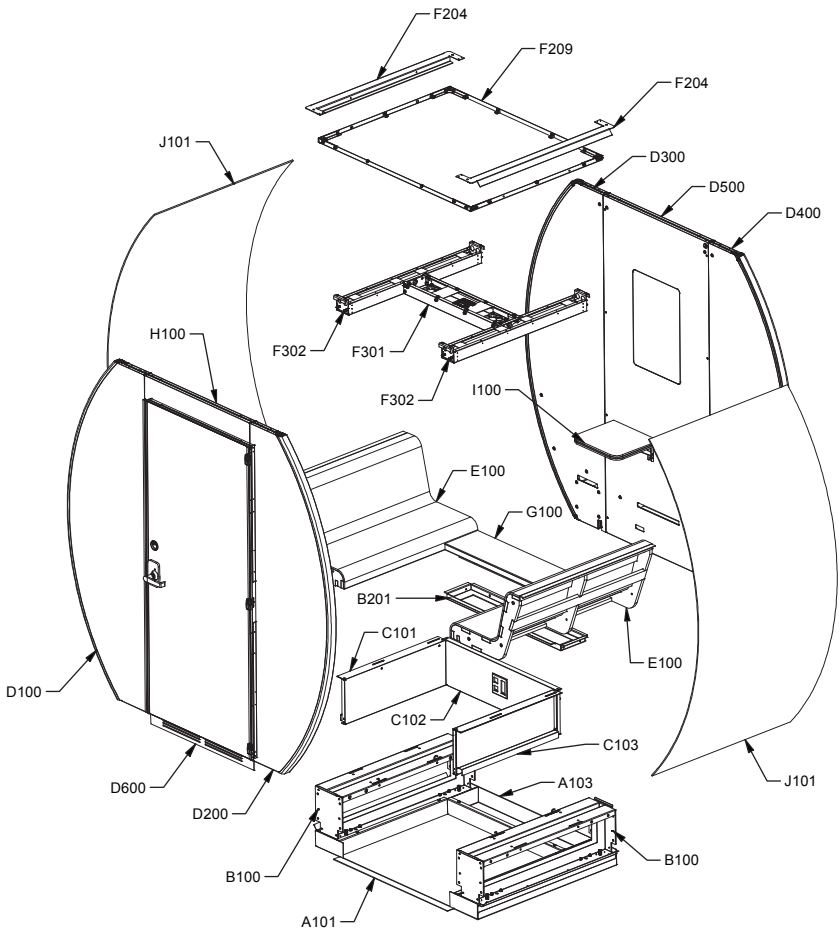


# Original Pod Parts

PART NUMBER	PART
A101	Middle Floor Pan
A103	Back Floor Pan
B100	Chassis
B201	Bench Support
C101	Left Beauty Panel
C102	Middle Beauty Panel
C103	Right Beauty Panel
D100	Front Left Wall Panel
D200	Front Right Wall Panel
D300	Back Left Wall Panel
D400	Back Right Wall Panel
D500	Back Middle Wall Panel

PART NUMBER	PART
D600	Door
E100	Bench
F204	Graphic Cap
F301	Middle Roof Pan
F302	Side Roof Pan
F209	Perf Pan
F210	Enhanced Privacy Panel
G100	Middle Bench
H100	Header
I100	Folding Shelf
J101	Graphics Panel

Circle the damaged part(s).



Describe the damage.

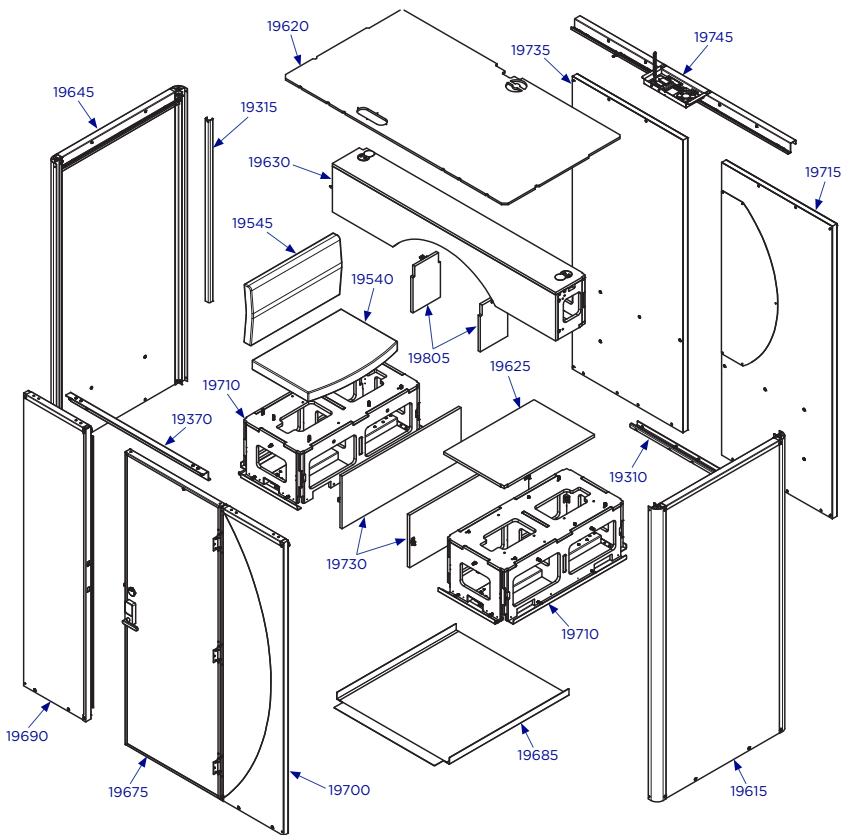
# Flex Pod



# Flex Pod Parts

PART NUMBER	PART	PART NUMBER	PART
19310	Panel Rail, Bottom Wall	19675	Door
19315	Wire Cover	19685	Floor
19370	Header Rail	19690	Wall Panel, Front Left
19540	Seat Base	19700	Wall Panel, Front Right
19545	Seat Back	19710	Chassis
19615	Wall Panel, Right	19715	Wall Panel, Back Right
19620	Roof	19730	Beauty Panel
19625	Seat	19735	Wall Panel, Back Left
19630	Shelf	19745	Rail, Top Wall Panel
19645	Wall Panel, Left	19805	Cover, Shelf Support

Circle the damaged part(s).



Describe the damage.

## Solo + Solo Base Pods



Solo



Solo Base



# Solo Pod Parts

PART NUMBER	PART	PART NUMBER	PART
14915	Roof Panel	16700	Seat Frame Right Side
14955	Left Wall Panel	16705	Seat Frame Left Side
20685	Back Wall Panel	16710	Seat Base
15015	Right Wall Panel	16715	Seat Frame Front
15450	GFCI Plug	16765	Light Fixture
16350	Base	16770	Laptop Desk
20705 (Solo Base)	Roof Frame	19315	Wire Cover
21490 (Solo)		17215	Caster Wheels
16595	Seat Back	20720 (Solo Base)	Door
17950	Shelf	21480	

Circle the damaged part(s).

Describe the damage.

