



## JYSK SOP

# Product quality deviations **and** **customer claims**

### Scope

This document describes the procedures for handling product quality deviations **and customer claims**.

### Change-log

Section	Changes
<a href="#">4</a>	New section about settlement and calculation of customer claims for all purchasing groups.



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## 1 Product quality deviations

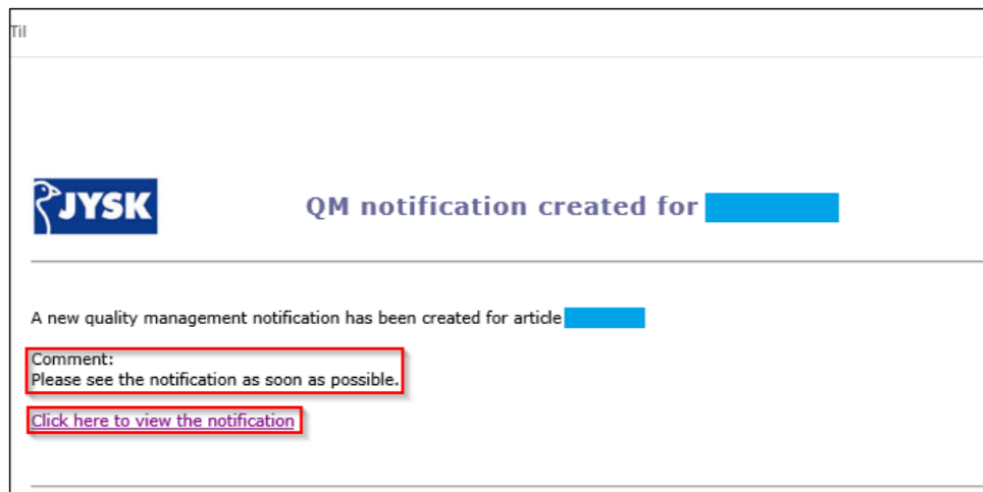
JYSK naturally wishes to make customers satisfied, and this can only be done in cooperation with our agents/suppliers. Quality deviations can be found during JYSK random quality inspections at JYSK Distribution centers. In these cases JYSK Quality notification will be made.

### 1.1 Quality Notifications

JYSK Quality controllers or employees from supply chain optimization handle all notification's regarding quality deviations. Registration of deviations will be handled in QM-SAP. By the use, of an IT interface, communication to suppliers will be handled through SAP-QM via emails. Follow the steps on the following pages to see how to manage the quality notification flow.

#### 1.1.1 Step 1 - Notification by email

From supplier view. The flow initiates by a notification email with a link to Claims and potentially a Comment from the JYSK purchasing department. Click the link to proceed to the Claims system.



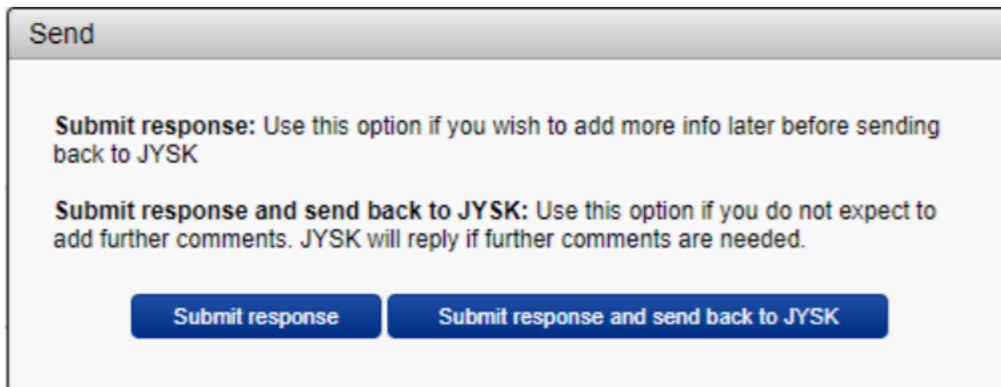
## 1.1.2 Step 2 - Enter Claims

In the Claims system, suppliers will find information concerning the notification:

- Article number and name (Article)
- company name (Supplier)
- email address (Email address)
- The purchase order number concerning the notification (Purchase order no.)

Any notes and actions taken regarding the notification (under History) as well as any potential images uploaded by JYSK to support the notes.

Finally, supplier will have the possibility to respond to the notification by adding a note and potentially images by using Browse. Finish by selecting Send.




The image shows a 'Send' dialog box with a title bar. Inside, there are two text blocks and two buttons. The first text block says 'Submit response: Use this option if you wish to add more info later before sending back to JYSK'. The second text block says 'Submit response and send back to JYSK: Use this option if you do not expect to add further comments. JYSK will reply if further comments are needed.' Below the text are two blue buttons: 'Submit response' and 'Submit response and send back to JYSK'.

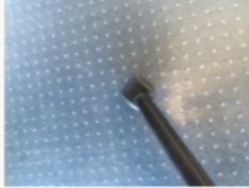
Once Send is selected, you will have two possibilities:

1. **Submit response:** Use this option to add more info later before sending back to you JYSK. This option is often used if supplier wants to notify JYSK that investigating is ongoing and will get back to JYSK. The QM notification is still on Supplier side to relate to.
2. **Submit response and send back to JYSK:** Use this option if supplier does not expect to add further comments. The QM notification is now on JYSK side to relate to. No matter if supplier chooses option 1) or 2), your action, note and image will now appear in the History. Every time an action is taken on your (Supplier) side, JYSK will be notified by email. Every time an action is taken from JYSK side, Supplier will be notified by email.

Notification number 200063262
Store C190
Created 2018-11-01

Article  
Supplier  
Email address  
Purchase order no.

Gaming Chair


Wrong gaming chair wheel?  


Note

Attachment


Browse
None


Send

History

Time	Action	User	Note
2018-11-01 10:06:57	Sent to supplier	JYSK	
2018-11-01 10:05:55		JYSK	Hi Supplier, We are not able to collect this chair properly. We suspect that they come with the wrong wheels. Best regards, XXXXXX

Article  
Supplier  
Email address  
Purchase order no.

Gaming Chair


Wrong gaming chair wheel?  


**Note**


Hi JYSK,

We believe that you may have sent a picture of the wrong chair. Is it this one instead?

Best regards,  
Supplier

**Attachment**






Browse
86381.jpg



Send

**History**

Time	Action	User	Note
2018-11-01 10:06:57	Sent to supplier	JYSK	
2018-11-01 10:05:55		JYSK	Hi Supplier, We are not able to collect this chair properly. We suspect that they come with the wrong wheels. Best regards, XXXXX


Notification number 200063262		Store C190	Created 2018-11-01																				
<div style="display: flex; justify-content: space-between;"> <div> <p>Article [REDACTED]</p> <p>Supplier [REDACTED]</p> <p>Email address [REDACTED]</p> <p>Purchase order no. [REDACTED]</p> </div> <div style="border: 1px solid #ccc; padding: 10px; width: 80%;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> <p>Gaming Chair <span style="float: right; font-size: 0.8em;">i</span></p>  </div> <div style="width: 65%;"> <p>Wrong gaming chair wheel?</p>  </div> </div> </div> </div>																							
<div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;">History</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Time</th> <th style="width: 15%;">Action</th> <th style="width: 15%;">User</th> <th style="width: 45%;">Note</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">2018-11-01 10:21:48</td> <td style="vertical-align: top;">Sent to JYSK</td> <td style="vertical-align: top;">[REDACTED]</td> <td style="vertical-align: top;"> <p>Hi JYSK,</p> <p>We believe that you may have sent a picture of the wrong chair. Is it this one instead?</p> <p>Best regards, Supplier</p> </td> <td style="vertical-align: middle; text-align: center;">  </td> </tr> <tr> <td style="vertical-align: top;">2018-11-01 10:06:57</td> <td style="vertical-align: top;">Sent to supplier</td> <td style="vertical-align: top;">JYSK</td> <td colspan="2" style="vertical-align: top;"></td> </tr> <tr> <td style="vertical-align: top;">2018-11-01 10:05:55</td> <td style="vertical-align: top;"></td> <td style="vertical-align: top;">JYSK</td> <td style="vertical-align: top;"> <p>Hi Supplier,</p> <p>We are not able to collect this chair properly. We suspect that they come with the wrong wheels.</p> <p>Best regards, XXXXX</p> </td> <td style="vertical-align: middle;"></td> </tr> </tbody> </table>				Time	Action	User	Note		2018-11-01 10:21:48	Sent to JYSK	[REDACTED]	<p>Hi JYSK,</p> <p>We believe that you may have sent a picture of the wrong chair. Is it this one instead?</p> <p>Best regards, Supplier</p>		2018-11-01 10:06:57	Sent to supplier	JYSK			2018-11-01 10:05:55		JYSK	<p>Hi Supplier,</p> <p>We are not able to collect this chair properly. We suspect that they come with the wrong wheels.</p> <p>Best regards, XXXXX</p>	
Time	Action	User	Note																				
2018-11-01 10:21:48	Sent to JYSK	[REDACTED]	<p>Hi JYSK,</p> <p>We believe that you may have sent a picture of the wrong chair. Is it this one instead?</p> <p>Best regards, Supplier</p>																				
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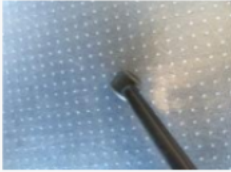
### 1.1.3 Step 3 - Notification closes

Depending on the amount of communication between JYSK and Supplier, Step 2 can go back and forth, and hence this step must be repeated. Eventually, JYSK closes the notification, and Supplier will no longer be able to take any action in Claims. However, when entering the link via the notification email, you will still be able to see the notification information and history.


Notification number 200063262
Store C190
Created 2018-11-01

Article  
Supplier  
Email address  
Purchase order no.

Gaming Chair


Wrong gaming chair wheel?  


History

Time	Action	User	Note
2018-11-01 12:12:54	Closed	JYSK	
2018-11-01 10:21:48	Sent to JYSK	Curver Luxembourg S.a.r.l.	Hi JYSK, We believe that you may have sent a picture of the wrong chair. Is it this one instead? Best regards, Supplier 
2018-11-01 10:06:57	Sent to supplier	JYSK	
2018-11-01 10:05:55		JYSK	Hi Supplier, We are not able to collect this chair properly. We suspect that they come with the wrong wheels. Best regards, XXXXXX

### 1.1.4 Step 4 - Additional information

It is always possible to download images and history of the QM notification into a PDF file:

[Download images](#)
[Download history](#)



## 2 Returned goods

If products do not fulfil the agreement JYSK may choose to return it in accordance with [JYSK T&C](#).

The supplier must collect rejected goods from DCs as soon as possible after the agreed date of return in accordance with [2.1](#).

Goods distributed to JYSK stores cannot be returned.

Suppliers must pay JYSK 1 EUR/m<sup>3</sup> pr. day for warehouse rent from 10 working days after the date of return specified in the 'Confirmation of Return' (see [2.1](#)). The rental charged will be fined each month by the Quality & Compliance department

### Disposal of returned goods

The supplier must ensure that disposal of returned goods is carried out in accordance with applicable environmental legislation and policies.

If the supplier order scrapping of nonconformity products done by a third-party company, the supplier must ensure full documentation that the scrapping has been completed.

The supplier must be able to provide this documentation to JYSK upon request.

If the supplier fails to do this, and the nonconformity products ends up in non-JYSK stores, JYSK reserves the right to use the consequences in [JYSK T&C](#).

### Reselling of returned goods

Before handing returned goods over to a third party the supplier must ensure and be able to document:

1. That any trace to JYSK is removed e.g.
  - Logos
  - Numbers
  - Names
    - The trace to JYSK must be removed not only the box/packaging labelling, but also Instructions/manuals, permanent labels etc.
2. That the products are not brought to market in countries in which JYSK operate (also included franchise markets).
3. That the resold products comply with the legislation of the intended market.

## 2.1 Return to Vendor (RTV) procedure

If products must be returned to vendor (or other address) for sorting/rework or scrap, JYSK will issue a 'Confirmation of Return'.

The Confirmation of Return holds all necessary information about articles number(s), quantities, and amounts. The amount is JYSK's cost price including freight, VAT and other costs that JYSK have incurred in relation to initially receiving the order. Information on where to book and arrange pickup are available on this document.

The information needed to book pick up at the JYSK DC and arrange transport are available on this document.

The Supplier must book pick up date and time at the JYSK DC in accordance with [JYSK 8001](#) before the deadline defined on the Confirmation of Return.

Suppliers must pay JYSK warehouse rent from 10 working days after the date of return specified in the 'Confirmation of Return'. JYSK will charge € 1,00 per M3 per day for indoor and outdoor furniture and mattresses. For all other products groups JYSK will charge € 3,00 per M3 per day. The rental charged will be fined each month by the Quality & Compliance department.

- The Supplier must arrange transportation, customs clearance (out of EU), etc. according to Incoterms FCA.
- The Supplier is the shipper and consignee of the transport.
- The Supplier can make an agreement with a broker to handle this.
- The Supplier is responsible for the information flow to the Broker and must secure that the Broker understands the JYSK Return to Vendor procedures.
- The Confirmation of Return and the Packing List can be used as documentation for making export papers (see example below).
  - If JYSK is asked to issue proforma invoice, an invoice for the handling fee will be issued.

The handling fee is 125 EUR per proforma invoice (or equal value in the currency of the Confirmation of Return).

JYSK will pack the articles on pallets ready for truck transport. The pallets can deviate from the original delivery when it comes to quantity, size and shape.

- JYSK is not able to inform about number of pallets. The M3 is stated on the Confirmation of Return.
- JYSK will issue a separate invoice for handling and settlement of pallets used for the return.
  - JYSK charges a handling cost of 6 EUR per pallet.
- Pallet settlement is made in accordance with [JYSK General Requirements](#).

When the articles are picked up at the JYSK DC, JYSK will issue a Packing List with the exact quantity of each article. This can deviate from the Confirmation of Return.

- The Supplier must issue a credit note to JYSK in accordance with [JYSK 8002](#).

The credit note must be issued for the quantity received, and price according to the Confirmation of return.
- The credit note must be issued within 14 days after pickup at JYSK DC is completed and sent directly to e-mail address stated on the Confirmation of Return.
  - If JYSK has not received the credit note within 45 days from the creation of the Confirmation of Return, JYSK will issue an invoice equal to the amount as on the Confirmation of Return and deduct it from the next payment.

The handling fee is 100 EUR per Confirmation of Return (or equal value in the currency of the Confirmation of Return).
- Issue the credit note with the same VAT as the original invoice.
- Please note the original costs for freight and VAT are included on the Confirmation of Return and must be included on the credit note. (Handling and pallets are not included in the price)
  - Any refund of import tax must be based on the original delivery and handled by the supplier.



## 2.2 Return after Rework (RAR) procedure

If the article is to be returned to JYSK after rework/sorting (RAR order), supplier will also receive a new PO number, which supplier must use when returning the goods back to JYSK. RAR orders are only possible for deliveries returned to JYSK by truck (rework/sorting done in the immediate area).

- The orders are visible in the JYSK Supplier Portal. The PO must follow the same procedures as regular orders. Use these order numbers when the articles are returned to JYSK.
- The date and quantity are defined when the order is issued. All orders are created by taking into account the lead-times and quantity provided by the Supplier.
- The Supplier must confirm the terms and conditions stated in the order within 10 workdays. (All RAR orders are stated with DDP as delivery term.
  - If the Supplier is not able to fulfil the specified quantity and/or delivery date, these must be maintained with the correct delivery information and quantity in the Supplier Portal.
- If the order needs to be split into multiple deliveries, contact [Supplyplanning@JYSK.com](mailto:Supplyplanning@JYSK.com) with specification of quantities and delivery dates, and additional orders will be created.
- Remember to adjust quantity and delivery date in the Supplier Portal in accordance with [JYSK 8001](#). The PO is included in the Supplier Performance Management report (SPM).



# JYSK 8003

Edition 12 – 2025-03  
[Compliancequality@JYSK.com](mailto:Compliancequality@JYSK.com)



## Supplier

29618

Intermeble Sp. Z.O.O.  
SOMPOLINEK 18  
62-610 SOMPOLNO  
POLAND

## Customer Information

Company  
DC Uldum  
Lars Larsens Vej 10  
7171 Uldum

Currency PLN

## Confirmation of Return

Return to Supplier PO Number 4506737929

Date 23.05.2022

Created by BBE

Originally PO 4550405889

## Ship-to

Company  
INTERMEBLE SP. Z.O.O. SP. K.  
SOMPOLINEK 20  
62-610 SOMPOLNO  
POLAND

Incoterms FCA Uldum

Item	Article no.	Qty	Unit	Total
00010	3618901	46	ST	-8.395,00

Total Value -8.395,00

Total volume: 4,830 DM3

Total weight: 2,277 KG

Buyer Hjalte Steensen

Please note that due to variable condition and sizes of boxes, JYSK cannot inform the number of pallets for the RTV

## Booking

For booking of pick-up of articles. Please contact relevant warehouse on below email addresses:

Uldum: DCU\_ReturntoVendor@jysk.com  
Radomsko: lss@jysk.com  
Nässjö: DCN\_Quality\_Returns@jysk.com  
Bozhurishte: DCB\_planning@jysk.com  
Cheste: DCC\_Planning@jysk.com  
Ecser: HUDC\_Planning@jysk.com

## Credit note

When the pick-up of articles is completed and the returned qty has been determined, please send a credit note on the determined value.

Please send the credit note to below email:

Uldum: goodsDK@jysk.com  
Radomsko: faktury@jysk.com  
Nässjö: invoiceSE@jysk.com  
Bozhurishte: invoicebg@jysk.com  
Cheste: invoiceES@jysk.com  
Ecser: financehu@jysk.com

Invoice for pallets and handling fee will be forwarded separately.

The complete procedure for Return of goods can be found in JYSK Supplier Guidelines

**Example of the Confirmation of Return**

## 3 Customer claims

To achieve the highest possible degree of satisfaction amongst customers who have been so unfortunate to buy a product with defects customer claims must be given high priority, so the quality problems are solved as quickly as possible.

### 3.1 Customer claim procedures in general

JYSK operates with two different claim procedures, which in general describe how our suppliers should act during the claim process. All customer claims in stores and online are registered in JYSK claim system.

The reason for the actual claim will be registered and pictures can be uploaded. If major quality issues occur all information from the JYSK claim system can be passed on to the actual supplier.

JYSK is not able to provide suppliers with further information and suppliers must accept this.

The two claim procedures in JYSK claim system:

- **Claim procedure 1** applies as a rule for goods invoiced from local suppliers, but also some non-local suppliers can be "Claim procedure 1 supplier" see [3.1.1](#).
- **Claim procedure 2** applies as a rule for goods invoiced from all non-local suppliers. Claim procedure 2 can also be applied for low cost goods see [3.1.2](#).

The claim procedure must be agreed with the Category Manager and [JYSK C&Q](#) and be stated in the Supplier Creation process in SAP.

#### 3.1.1 Claim Procedure 1

All claims are sent directly from the stores to the supplier by e-mail. This is done by using JYSK claim system.

Claims must be settled by the supplier in the following prioritized order:

1. Spare parts are ordered from the supplier using the form "Spare parts ordering" and must be shipped as informed in the section below, concerning spare parts.
2. The customer receives a discount as compensation.
3. The customer receives a replacement product.

**1.** When ordering spare parts, the stores will forward a "Spare part order" form.

The "Spare part order" form can only be used to ordering spare parts and cannot replace the "complain note"

Our suppliers must be able to dispatch spare parts directly to the stores or to the customers (decided by the store) no later than the 1<sup>st</sup> working day after supplier has received a "Spare part order" form from one of JYSK's stores.

When it is not possible to dispatch on the 1<sup>st</sup> weekday, the supplier must forward a written confirmation within the same period of time notifying the delivery date, so that the store can give the customer qualified information.

**2.** A reduction of up to 25% can be granted without the supplier's prior approval. The supplier must approve if there is a need for any additional reduction. If the supplier does not react within 14 days from the date of issue of the claim form, the proposed reduction is considered as accepted.

The solution chosen is noted on the "complain note" and forwarded to the supplier indicating that the claim has been completed vis-à-vis the customer. The claim form will subsequently form the basis of the amount that will be deducted from the next payment.

**3.** When a product is to be exchanged into a new product, the store must forward a claim form indicating 100% repayment, and the payment will be deducted from the next payment as mentioned above. The supplier should not send any substitute product.

If a claim form cannot be settled by making a deduction from future payments, but instead by the supplier forwarding a cheque for the amount, this settlement must be carried out directly to the financial department in the respective country. Settlement must be done within one month from issue of claim form.


Any freight costs for picking up/delivering products subject to a lawful claim must also be noted on the "complain note" form. The supplier must prepare on-going statistics covering the numbers and sources of claims. JYSK expects that all data and statistics will be used to improve products and to minimize claims in future.



### 3.1.2 Claim Procedure 2

1. All claims will be registered per product number in the stores and/or by JYSK Customer service centers
2. Stores and/or Customer service centers find possible solutions agreed with the actual customer in below order.
  - a. Provide the customer with a spare part if possible
  - b. Offer the customer a discount (sales deviation)
  - c. Offer the customer to exchange the product (Stock adjustment)
  - d. Offer the customer to get money back (Stock adjustment)
3. All claim summaries and statistics will be used by Compliance & Quality to improve the products
4. Summaries and statistics are used as a basis for compensation from suppliers. Actual accepted claim percent will on regular basis be adjusted and suppliers will be invoiced regularly see [4](#).

View [JYSK 8006](#) regarding spare parts.

 Spare part order					
				ID	
				Date created	
				Date completed	
				Vendor account number	
				Owner	
				Delivery:	
Article no.	Quantity	Description	No. in assembly manual	Store free text	
Spare part type			Cause for spare part order		
<a href="#">Click here to update the spare part order</a>					
<b>Delivery information</b>					
Name:					
Email address:					
Zip code:					
City:					
Country:					

**Example of a spare part order form**


**Complaint created**

<b>ID</b>		
Date created		
Date completed		
Vendor account number		
Location		
Owner		

Article no.	Description	Quantity	Discount	Purchase price	Currency	Amount excl. VAT
Freight						
VAT						
<b>Total amount incl. VAT</b>						

**Link to claim** [Click here to update the claim](#)

**Additional information**

Cause:

Original Purchase Date:

Proposed action:

Created by:

Store free text:

Freight type:

Customer case closed:

If the discount is less than or equal to 25% of the purchase price, or other agreement has been made, the amount mentioned above will be deducted from the next payment. Please don't forward credit memos or replacement products.  
 If the expected discount is more than 25% then please make agreements with the store within 14 days. Otherwise we will consider the proposal as accepted.

JYSK A/S  
 Soedalsparken 18  
 DK-8220 Brabrand  
 Denmark

Phone +45 89 39 75 00  
 Fax +45 89 39 75 01  
 VAT no. 13 59 04 00

**Example of a complaint note form**

## 4 Settlement of customer claims

Summaries and statistics are used as a basis for compensation from suppliers. The actual accepted claim percentage will be regularly adjusted, and suppliers will be invoiced accordingly.

JYSK will invoice suppliers for claims once every three months, with invoicing for garden products occurring once a year.

JYSK will issue one combined invoice for each vendor across all purchasing groups.

Product groups with an existing claims procedure will continue with this until the new settlement takes effect on January 1, 2026

There will be a deduction of -25% on Finance year 26, and the invoice will be in full scale from Finance year 2027



# JYSK 8003

Edition 12 – 2025-03  
[Compliancequality@JYSK.com](mailto:Compliancequality@JYSK.com)

## 4.1 How are the claims calculated

Claims % Report																			
Time period: 3 months																			
Regular Vendor	Article	Sub Group	Sales Units	Sales Dev. Units Claims	Stock Corr. Units Claims	Total Claims Units	Total Claims Units %	BOM Used as Spareparts Units	BOM Used as Spareparts Units %	Claims + BOM %	Cost Price	Avg. Claims %	Avg. BOM Used as Spareparts %	Avg. Claims + Avg. BOM %	Variance from Avg. %-points	Total Claims + BOM Used as Spareparts Value	Cost Covered by JYSK	Cost Covered by Supplier	
Overall result			665.270	1.087	2.450	3.537	0,53		0,00	0,53						644.572	410.688	233.884	
			Units	Units	Units	Units	%	Units	%	%	DKK	%	%	%	%pt.	DKK	DKK	DKK	
XXXXXX Supplier	xxxxxxx Sofa - recling grey	40301	428	4	3	7	1,64	31	7,24	8,88	1.253,73	1,09	0,40	1,49	7,39	28.209	4.736	23.472	
XXXXXX Supplier	xxxxxxx Bed frame - 160x200 white	40201	64	3	2	5	7,81			7,81	887,39	0,89	1,00	1,89	5,92	4.437	1.076	3.361	
XXXXXX Supplier	xxxxxxx 180x200cm GOLD	31203	206	5		5	2,43	11	5,34	7,77	2.780,89	2,18	4,33	6,51	1,25	29.199	24.482	4.718	

### Example of article overview

Time period – 3-month period, following JYSK Financial year starting September 1<sup>st</sup>.

Claims % Report	
Regular Vendor	JYSK Nordic supplier number and supplier name
Article	JYSK Nordic article number
Sub Group	Subcategory of comparable articles. E.g. dining chairs, vases and air beds
Sales Units	Number of business units sold in the period
Sales Dev. Units Claims	Number of business units with a claim, solved with a sales deviation. E.g. 20% discount
Stock Corr. Units Claims	Number of business units with a claim, solved with a stock correction. Either an exchange or a money refund for a defect article
Total Claims Units	Sales Dev. Units Claims and Stock Corr. Units Claims combined
Total Claims Units %	Total claims units in percent of Sales Units
Bom Used as Spare parts Units	Number of claims solved by sending out a BOM unit. Used when a claim can't be solved with a spare part, or a spare part is not available
Bom Used as Spare parts Units %	Total BOM used as spare parts in percent of Sales Units
Claims + BOM %	Combined percentage of Total Claims Units and Bom Used as Spare parts Units
Cost Price	Latest landed cost price on JYSK DC, for a complete product
Avg. Claims %	The average claim percentage, on Sub Group level, based on the last JYSK financial year
Avg. BOM Used as Spare parts %	The average Bom Used as Spare parts Units %, on Sub Group level, based on the latest JYSK financial year
Avg. Claims + Avg. BOM %	Combined average percentage of the average of Total Claims Units % and the average of Bom Used as Spare parts Units %
Variance from Avg. %- points	The standard deviation -% from Avg. Claims % + Bom Used as Spare parts Units %
Total Claims + BOM Used as Spare parts value	Total cost for Total Claims Units, and Bom Used as Spare parts Units, based on cost price. Bom Used as Spare parts Units will be invoiced for 50% of cost price
Cost Covered by JYSK	JYSK will cover the cost below the Avg. Claims + Avg. BOM %
Cost Covered by Supplier	The supplier must cover all cost above the Avg. Claims + Avg. BOM %

Table 1 – Field explanations



## 4.2 Calculating DBL customer claims by factor.

The factor is calculated by using the sales figures in Nordic, in percent of the full sale to calculate the factor.  
 (100 / **JYSK Nordic Revenue Share** = **Claims Value Multiplied by Factor**):

Total Claims Value		
Time period: 3 months		
Claims Value Covered by JYSK	Claims Value Covered by - XXXXX Supplier	
DKK	DKK	
410.688	233.884	
DBL Revenue Share	JYSK Nordic Revenue Share	Claims Value Multiplied by Factor
%	%	#
39,09%	60,91%	1,64
Incl. add on by DBL revenue share		
Claims Value Covered by JYSK	Claims Value Covered by - XXXXX Supplier	
DKK	DKK	
674.250	383.981	

**Example of claims value calculation Factor**

Total Claims Value	
<b>Claims Value Covered by JYSK</b>	JYSK will cover the cost below the Avg. Claims + BOM Used as Spare parts % - Value based on the sales in the Nordic stores
<b>Claims value covered by – XXXXX Supplier</b>	The supplier must cover all cost above the Avg. Claims + BOM Used as Spare parts % - Value based on the sales in the Nordic stores
<b>DBL Revenue share</b>	Sales share for the specific time period, based on the supplier's sales in the DBL stores
<b>JYSK Nordic Revenue Share</b>	Sales share for the specific time period, based on the supplier's sales in the Nordic stores
<b>Claims Value Multiplied by Factor</b>	Multiplication factor added to compensate for the sales share in the DBL stores, which is not included in original calculations
<b>Claims Value Covered by JYSK</b>	JYSK will cover the cost below the Avg. Claims + BOM Used as Spare parts % - Value based on the sales in the Nordic stores including the DBL revenue share
<b>Claims Value Covered by - XXXXX Supplier</b>	The supplier must cover all the cost above the Avg. Claims + BOM Used as Spare parts % - Value based on sales in Nordic stores including DBL revenue share

**Table 2 – Field explanations**