

COMPLAINT FORM

DATE OF SENDING: _____

CUSTOMER DETAILS:

LEGEND:

“W” – replacement with new items

“K” – correction

“NU” – complaint rejected or non-conforming seals

“TU” – mechanically damaged goods – complaint rejected

“ZW” – unidentified goods – returned to the customer

“BU” – no fault description – returned to the customer

TO BE FILLED OUT BY THE CUSTOMER				TO BE FILLED OUT BY THE PT COMPLAINTS		
NO.	GOODS	QUANTITY	FAULT DESCRIPTION	REPLY	QUANTITY	NOTES
1.						
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3.						
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15.						

I declare that I have read the Terms and Conditions for Complaints Consideration, and, by sending the complaint

.....
 customer's signature

TO BE FILLED OUT BY THE CUSTOMER				TO BE FILLED OUT BY THE PT COMPLAINTS		
NO.	GOODS	QUANTITY	FAULT DESCRIPTION	REPLY	QUANTITY	NOTES
16.						
17.						
18.						
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NOTE!

COMPLAINTS WITHOUT A FILLED-OUT **"FAULT DESCRIPTION"** BOX SHALL NOT BE CONSIDERED AND SHALL BE RETURNED TO THE CUSTOMER!

CUSTOMERS SHOULD KEEP THEIR COPY OF THE COMPLAINT FORM!

DATE OF ISSUE: _____

SIGNATURE OF THE COMPLAINTS DEPARTMENT EMPLOYEE:

I declare that I have read the Terms and Conditions for Complaints Consideration, and, by sending the complaint

.....
customer's signature