Complaint Form

Date of complaint 01.09.2020

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| --- | --- |
| Company  Customer number  Name  Address  Phone number  E-mail address |  |
|  | |
| Article number | Klicken oder tippen Sie hier, um Text einzugeben. |
| Article description | Klicken oder tippen Sie hier, um Text einzugeben. |
|  | |
| Order date | Klicken oder tippen Sie hier, um Text einzugeben. |
| Delivery note number | Klicken oder tippen Sie hier, um Text einzugeben. |
|  | |
| Complaint quantity | Klicken oder tippen Sie hier, um Text einzugeben. |
| Quantity that will be returned | Klicken oder tippen Sie hier, um Text einzugeben. |
| * If the whole complaint quantity will not be returned, the customer is responsible for the quantity that is not returned. | |
|  | |
| Article number is: | Wrong delivery  Incorrectly ordered  Incomplete / damaged packaging  Non-conforming (Dimensional, appearance, function)  Non-conforming documentation (VDA, Certificates) |
| Description / Picture of complaint reason  Send pictures in the attachment (required) | |
| How was the article number stored at your facility? |  |
| Has the article number been used? | Yes  No |
| How long was the article number in use? |  |
| Has the article number been additionally treated (cleaned)? | Yes  No |
| How was the article number treated? |  |
| Please specify: | Exchange with correct article number if wrong delivery  Deliver a new article number / replace quantity if  incorrectly ordered  Send a credit note  Accept article number under condition |

ATTENTION! Please note the following information and our terms and conditions:

* Always address the return shipment to the source of the goods
* Please send back the goods well packed and safe for transportation