

Date:

COMPLAINT FORM

*Company name:

***Product Information:**

Invoice or delivery note (WZ) number

Name (index) of product and quantity (e.g. BPL-125-90 - 2 pcs)

Please answer the following questions and attach the required documentation to this form, to facilitate the process of resolving Your complaint.

***DOES THE COMPLAINT CONCERN DAMAGE IN TRANSIT?**

YES NO

If **YES**, please attach to the filled out form a scan of the **consignment note** (CMR) or **damage report** (shipment by courier), **photos** of the packaging and the product complained.

***DOES THE COMPLAINT CONCERN DEFICIENCIES IN COLLECTIVE PACKAGING?**

YES NO

If **YES**, please attach to this form a photo of the packaging label.

***DOES THE COMPLAINT REFER TO A PRODUCT DEFECT (E.G. DIMENSIONS)?**

YES NO

If **YES**, please attach to the form a photo of the product and product label.

Customer's comments:

***How would You like the complaint to be resolved?**

- Product replacement
- Product price reduction
- Issue of a credit note and refund
- Additional discount on Your next order

Please send the completely filled-out form together with photos and required documentation to the e-mail: quality@alnor.com.pl When the complaint is registered in our system, you will receive a message with the complaint number.

Please fill in all required fields marked with an asterisk () to register the form.