

PRODUCT CLAIM FORM

CUSTOMER DATA:

Company name:

Address:

e-mail:

phone:

PRODUCT INFORMATION:

Purchase date:

Product name:

Number of items:

COMPLAINT (description of defect(s)):

.....
.....
.....
.....

When were the defects identified

If the outer packaging was damaged, please attach the report completed in the presence of the courier delivering the shipment.

CORRECTIVE ACTION REQUESTED BY THE CLAIMANT*:

☐

replacement with defect free product

☐

defect removal (after the faulty part is returned)

☐

price reduction

☐

cancellation of the agreement

*) tick the appropriate box

GENERAL CONDITIONS FOR FILING A CLAIM

1. Customer may file a claim related to both quantity and quality after the shipment has been received.
2. The complaint should be reported on this form via e-mail:
 - within 2 business days from the date of receipt – if the claim is related to the contents of the shipment
 - within 14 business days from the date of receipt – if the claim is related to the quality of the product
3. If a damage is identified in the outer packaging, the Customer should complete a damage report in the presence of the courier, and to enclose the report with the Product Claim Form.
4. Defects in some of the goods delivered do not justify a claim related to the entire delivery.
5. The contractor's liability for damages due to improper performance of contractual obligations is limited to the price stipulated for completing the scope of the agreement. The contractor shall not be held liable for any loss of profits which may result from improper performance of the agreement.
6. The contractor undertakes to process the claim as soon as possible, not later however than within 14 days from the day the claim has been received.

Signature of the complainant

