

PART 1: TO BE FILLED IN BY THE CUSTOMER

Company name

City, code

Street, no.

Submitter

Phone

E-mail

CLAIMED PRODUCT DATA /SALES DOCUMENT

Product name/ type

Measurement unit

Quantity

Packing unit number

Invoice number

Date

Delivery method (tick as appropriate):

Groupage shipping Full truck ELPAR
Transport Customer's
Transport

If the above data is missing, please complete the following two optional fields.
Lack of identification data will not allow the complaint to be processed.

Print on the cable/ cable sheath

Printed year of production

DESCRIPTION/ TYPE OF DEFECT AND PLACE WHERE THE NON-CONFORMED PRODUCT WAS NOTICED (tick the appropriate boxes)

Description of non-conformity

Photo attached Other attachments

Details

REASON FOR COMPLAINT

Quantity Non-compliant product delivery date conductor, insulation insulation coating/ coverage colour other other components performance properties print packaging

WHERE NON-COMPLIANCE WAS FOUND

just after delivery, confirmation document required, CMR - export during cable installation failure of working cable product at the final customer rejected by customer quality control during customer's production process

CUSTOMER EXPECTATIONS

invoice adjustment/ discount return and correction of invoices

Other

Date

Name / Signature

PART 2: TO BE COMPLETED BY ELPAR

Complaint number

Quantity complaint

Quality complaint

Date

Name / Signature