

COMPLAINT FORM

GLASS AND FITTINGS



OPENING DOORS

We ask you for any complaint, to send a digital photo including the complaint form to your customer consultant.
In addition to glass: Please send a photo of the production label as well (see right below).

Contact details trader

Company

Contact person

Phone / mobile

E-mail

Date

Part. no.

Date of purchase (2-year warranty)

Debit note

Customer

First and last name

Address

Phone / mobile

E-mail

Product informations

Product name

EAN

Number of affected products

Number of olaced products

Order no.

Retrieval of information in general

- MOUNTING BY TRADER
- MOUNTING BY CUSTOMER
- WRONG PRODUCT
- INCORRECTLY ORDERED BY CUSTOMER

Retrieval information Glass

- SCRATCHES ON THE GLASS
- EDGE DAMAGE
- GLASS ERROR
- ERROR IN DECOR
- LSG (Dirt in the lamination)

Retrieval information fitting

- SURFACE ERROR
- TECHNICAL DEFECT
- PRODUCT NOT COMPLETE

Problem description
