

CUSTOMER COMPLAINT

Dear customers, like you, we also have high quality standards. We regret that this time you are dissatisfied with our product. We have to analyze the problem and its cause precisely. Only then can we correct the error, prevent or avoid it in the future. Therefore we need your help!

This sheet helps us to clarify the facts of the case. We want to improve and process your complaint properly.

Company

Contact person

Customer number

PROCESS

Transaction key	Article-No.	PO Number / Date	Order Quantity	Delivery Quantity

1. Is it an incorrect delivery (wrong item)?

yes yes, shortage in quantity no

If **yes**, the other points are irrelevant!

2. Other reason for complaint (Failure picture, Error picture - please attach photo)

3. Time of the defect

on delivery during installation in use / duration: _____

4. Number of failed parts: _____ piece(s)

5. Reason for failure of the article

temperature mechanical load wear

6. Others - please specify in detail :

PLEASE SEND US THE COMPLETED FORM TOGETHER WITH THE RETURNED GOODS!

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