PLEASE FILL ALL FIELDS

|  |  |
| --- | --- |
| Customer Name: | Fill this field |
| **VAT Number:** | Fill this field |
| **Email Address:** | Fill this field |
| **Complaint Date:** | Choose the date |

***Invoice No.:*** Fill this field

|  |  |
| --- | --- |
| Product Name: | Fill this field |
| **Batch Number:** | Fill this field by details from the Polcoat label |
| **Details:**  **(quantity, width, length, sqm,)** | Fill this field by all the dimensions of affected material |
| **Description:** | Fill this field by details of the reason for the complaint |

|  |  |  |
| --- | --- | --- |
| Attachments: | Photos | If pictures added - select |
| Videos | If films added - select |
| Samples | If samples added - select |

|  |  |
| --- | --- |
| Discovered: | Delivery |
| **Complaint Purpose:** | Return goods |

|  |  |
| --- | --- |
| \*Refund | Fill in by the total value of the demanded |

1. The Customer is required to complete a ***Complaint Form*** available on the Seller’s website and submit it to the Seller electronically. Complaints submitted in a different manner will not be accepted.
2. The Customer is required to provide data identifying the goods in accordance with the information included on the product label along with all relevant product photos or videos. Failure to do so will result in the complaint being rejected.
3. At the Seller’s request, the Customer is required to provide the Seller with a sample of the defective goods, otherwise the complaint will not be accepted. The initiation of the complaint procedure commences from the receipt of requested samples.
4. Complaint Report will be issued by Polcoat Quality Control Department within 30 working days. In situation when a further testing by an external laboratory is required, the timeframe will change.