

# CUSTOMER COMPLAINT FORM



TRON elektronické součástky, s.r.o. | VAT: 25331205 | phone.: +420 541 420 720 | info@tron.cz | www.tron.cz

<b>Customer</b>	<b>Contact name</b>
VAT	Phone
TRON ID	Mail
Name	Date
Adress	Your RMA
<b>Return adress for goods</b> (fill out only if the address differs from the above)	<b>Preferred method of complaint resolution</b>
	Replacement      Rework      Credit note
	The supplier reserves to choose the method according to their internal investigation and rules.

Reclaimed goods (from TRON Invoice or Delivery Note)		TRON RMA	
Item nr.	TRON Invoice* or Delivery Note nr.*	*) RMA cannot be accepted if this reference is not provided!	
		TRON Code nr.*	Item Description*      Quantity*
<b>Detailed description of defect/ flaw</b> (If you need more space, please use the appendix) This description must contain all important facts – where, and at what conditions the flaw appears, information about the method of installation or other relevant information. Important facts can include photos, videos, test reports etc. <i>RMA cannot be accepted without relevant information provided.</i>			
1			
2			
3			
4			
5			

**Terms and Conditions of goods accepted for repair – Warranty and Reclamation:**

- When claiming RMA is raised (replacement) you are obliged to enclose a completed copy of the RMA form, Invoice or Delivery Note related to the particular goods.
- Goods will be delivered complete (manuals, cables, etc.) and packed in a manner preventing any damages during delivery to the supplier for a reclamation process, at the expense of customer.
- The goods must not be mechanically damaged or tempered with by the Customer. Attempts to repair the goods by the Customer are not acceptable and will result in denial of the RMA. The goods can show signs of wear and tear resulting from common and intended use of the goods.

Complainant acknowledges and agrees that they can be charged costs caused by an unwarranted RMA (it means, e.g. a claim of a flaw caused by inappropriate usage, careless handling or incorrect configuration or use in environment the goods are not designed for.)

Send the reclaimed goods with this filled out form to the address:  
**TRON elektronické součástky, s.r.o., Karásek 1J, 621 00 Brno-Řečkovice, CZECH REPUBLIC**

## Appendix to the customer complaint form