

CUSTOMER COMPLAINT FORM



TRON ELEKTRONICKÉ SOUČÁSTKY, s.r.o., Běly Pažoutové 1, 624 00 Brno :: VAT: CZ25331205 :: tel.: 541 420 720, fax: 541 420 748 :: eng.tron.cz

CONTACT INFORMATION

Company/name and address of customer:

Contact person:

Telephone/fax:

E-mail:

Notes:

VAT or birth identification number:

(delete as appropriate)

Return address:

(fill out only if the address differs from the above)

Reclaimed goods:*

(name as on Bill of delivery and order code)

Invoice number/ Bill of delivery number:*

**) we do not accept any reclamation without this number*

Detailed description of defect/flaw: *

) 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. The reclamation process will be much faster if you give us these facts. If you need more space, please use the appendix.*

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

1. When claiming a warranty repair (replacement) you are obliged to **enclose a copy of the Invoice** or Bill of delivery related to the particular goods.
2. 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.
3. Goods **mustn't be mechanically damaged** by customer. Any attempts of customer to repair the goods are forbidden and can be evaluated as an unjustified reclamation!
4. The supplier is obliged to carry out the reclamation in favour of customers in the shortest term possible, within 30 days of receipt of the reclaimed goods.
5. If the goods is delivered to the supplier incomplete, the supplier can extend the 30-day period.
6. Performance deficiency claims, which will be evaluated as warrantable by the supplier, will be met according to the supplier's choice by providing a substitute or absent performance, repair or allowing an adequate discount.

Complainant acknowledges and agrees that they can be charged costs caused by an incompetent reclamation*

(*incompetent reclamation means, e.g. a reclamation of a flaw caused by inappropriate usage, careless handling or incorrect configuration.)

Date:.....

Send the reclaimed goods with this filled out form to the address:
TRON ELEKTRONICKÉ SOUČÁSTKY, s.r.o., Karásek 1 J, 621 00 Brno, Czech Republic

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APPENDIX TO THE CUSTOMER COMPLAINT FORM: