**Complaint protocol**

**Buyer:**

Company, street and number, ZIP code, telephone, E-mail:

I hereby complain to you about the goods listed below with a description of the defect/defects.

**Indication of goods/quality:**

**Dimensions:**

**Lot.Nr.:**

**Number of damaged products:**

**Date of delivery of goods to the customer:**

**Proof of delivery number/invoice:**

**Type of printer in which it is used:**

**Description of the defect**:

**For each complaint, please provide a photo, a sample of the defective goods and a description.  
Without this information, the complaint process will not be initiated.**

**Supplier/manufacturer statement**

Based on the above information, we have received your claim for goods. Your complaint was handled as follows:

The complaint was handled by name and surname/position/email:.................................................................................

Complaint number:.................................................

**The complaint will be handled in the following manner:**

* **Exchange of products for pcs in quantity: pcs**
* **repair of products in quantity: pcs**
* **Quantity credit: pcs**

Stamp and signature .........................................................