



# COMPLAINT FORM

Date  -  -   
YYYY MM DD*This field should be filled in by employee of TFK*Case No.   
No/YEAR

Type of case

I  E   
W  Z   
within TFK group external**Section A - should be filled in by CUSTOMER****INFORMATION ABOUT A COMPANY RAISING A COMPLAINT - END CUSTOMER/USER**Name of the company Contact person Address Telephone No. of customer's complaint Fax. Date of customer's complaint E-mail **SUBJECT OF COMPLAINT - COMMERCIAL DOCUMENTS - PRODUCT IDENTIFICATION**Type of cable/ Size Quantity which is a subject of a claim 

UM*	m	km	ft	kg	szt
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Data from the label**Batch Number/Nr Partii Packaging (Drum/Reel/spool/coil) number Order number Invoice Number Invoice date YYYY-MM-DD Delivery Document Number Date YYYY-MM-DD **Either batch number or packaging number is required**In case of bigger number of batches or packaging please fill in the field below **In case of lack of data from product label as above please fill in at least one of the fields below\* - optional** Cable marking identifying production plant e.g. TF Kable 5 , is:  Year of production  Individual identifying labels are attached - it concerns products delivered on pallets (coils, spools, cardboard boxes).**SUBJECT OF COMPLAINT\* - DESCRIPTION - TYPE OF DEFECT - PLACE OF FINDING DISCREPANCY**Description of defect/discrepancy  Pictures attached Other attachments (describe) **Type of failer/defect** Jacket Marking Product discrepancy Packaging Insulation Other parts of cables Quantity other, (what):  Conductor Operating parameters Delivery time**Place of discovering discrepancy** at delivery (confirmed document required WZ - domestic, CMR - export) during installation rejected by customer's Quality Control during production process at customer's place product at final customer's place failure of working cable**CUSTOMER'S REQUEST/DEMAND in connection with complaint\*** Invoice Correction Report of corrective actions Remove from stock/deposit Other (what):  Return and invoice correction Replacement of a product Finding and explaining a causeDocument issued by: Date: YYYY-MM-DD 

\* - please mark a right field