

**CUSTOMER COMPLAINT CARD**

1.Date of complaint received in Purmo Group Poland Sp z o.o. \*) \_\_\_\_\_ Complaint No. \*) \_\_\_\_\_ \*) – to fulfil Purmo Group Poland

2.Name and address of the dealer

Country \_\_\_\_\_ Customer's name \_\_\_\_\_

Customer's address \_\_\_\_\_ Phone No. \_\_\_\_\_

3.Products about

| Type, length, height | Catalogue item | Number of Pieces | Production date | Purchase date of final client | Reason of complain |           |              |       |       |
|----------------------|----------------|------------------|-----------------|-------------------------------|--------------------|-----------|--------------|-------|-------|
|                      |                |                  |                 |                               | <b>A</b>           | <b>B</b>  |              |       |       |
|                      |                |                  |                 |                               | Transport damages  | Corrosion | Bad painting | Leaks | Other |
|                      |                |                  |                 |                               |                    |           |              |       |       |
|                      |                |                  |                 |                               |                    |           |              |       |       |
|                      |                |                  |                 |                               |                    |           |              |       |       |
|                      |                |                  |                 |                               |                    |           |              |       |       |
|                      |                |                  |                 |                               |                    |           |              |       |       |
|                      |                |                  |                 |                               |                    |           |              |       |       |

4.Defects remarks

**Group A)**

Invoice number:..... Invoice date:..... Tractor number: .....

Date unloaded:..... (complaints must be received at the Purmo Group Poland within 3 days of unloading)

Quantity of photos:..... (complaints must have photographs)

Driver's signature:.....

**Group B)**

Quantity of photos:..... (complaints must have photographs)

**Customer's expectation C)**

replacement product: yes / no

credit note: yes (invoice number:.....) / no

I agree to the processing of my personal data in the complaint database for the purpose of handling the complaint process.

We will collect and process the information you submit as part of the complaint form, and any follow up correspondence, as described in our privacy policy available here: <https://www.purmogroup.com/privacy-policy>

Dealer's signature:

.....

Purmo Group representative's

.....