

Date of claim:

CUSTOMER

Company name:

Person responsible for the claim:

PRODUCT

Claimed product:

Garage door

Windows

Industrial door

Shutters

Rolling garage door

Blinds

Doors

Serial No./ Order No.:

Position:

Installation date:

Number of claimed products:

NOTE: Photos of damages, surface defects, etc. must be taken prior to product installation. Photos/videos showing the defect should be in accordance with the factory NZ010 and ZN020 standards.

CLAIM DETAILS

Attachment (if required):

Pictures

Yes

No

Video

Yes

No

CLAIM DETAILS

The product defect was detected:

during delivery

during installation

during operation

after product installation

The claimed product was stored in:

warehouse hall

shed

outside

Have the installation conditions been checked (verticals, horizontals, planes, hole dimensions, etc.):

Yes

No

Installation performed by:

Expert installation team

DIY

Transport to the site:

Private

KRISPOL

Other

Did the product work properly after installation:

Yes

No

Is the product currently operational:

Yes

No

Type of facility in which the product(s) is (are) installed:

Residential building

Recreation building

Public use building

industrial facility (specify):

Outbuilding; intended for:

Customer expectations as to how the complaint should be handled:

Repair

Exchange

Discount

[Warranty terms and conditions - products for the home](#)

[Warranty terms and conditions - products for industry](#)

[Company standard \(NZ010\) - Criteria for visual surface assessment](#)

[Company standard \(NZ020\) - Criteria for assessing quality deviations](#)