

COMPLAINTS PROTOCOL

1. Drafted on..... In relation to a complain

2. Customer
3. Date of purchase (according to the receipt of purchase)
4. Description of defects

5. Demanding the customer as for the way of setting the complains

.....
 Receiving person
 (date and signature)

.....
 Handing over person
 (date and signature with stamp of shop)

PROTOCOL OF REPAIR

Description of the technical condition of the product:.....

Recognizing claims of the customer (according to the claims protocol Yes-No.....

Description of repair activities:.....

List of replaced sub-assemblies (name and amount of replaiced sub-assemblies):

Remarks:.....

.....
 Signature of person performing repair

Admitting to the customer complaint of products based on following criteria:

Legenda:

If at least 1 position is marked in this field, is means the paid customer complain.		YES	NO
	AQUARIA, TERRARIUM		
1.	packaging		
2.	receipt of purchase (receipt, invoice, certificate of payment with card or statement of the witness of the purchase)		
3.	corner broken		
4.	front or door broken (terrarium)		
5.	side broken (left/right)		
6.	broken back		
7.	broken bottom		
8.	visible missing of silicone (leaking)		
9.	scratched glass		
10.	doors complete (side slat)		
11.	clean		
L.p.	PLASTIC COVERS	YES	NO
1.	packaging		
2.	receipt of purchase (receipt, invoice, certificate of payment with card or statement of the witness of the purchase)		
3.	handles of lamp screwed to resistance		
4.	in the lighting module after twisting off handle is water		
5.	handles of starter screwed to resistance		
		YES	NO
6.	set		
a.	hubcap		
b.	lamp- name of lamp		
c.	cover (handle) of the lamp		
7.	cracked extrusion		
8.	scratched extrusion		
9.	self repair		
10.	cover of the fluorescent lamp broken (mechanical damage)		
11.	clean		

L.p.	ALUMINIUM COVERS	YES	NO
1.	packaging		
2.	receipt of purchase (receipt, invoice, certificate of payment with card or statement of the witness of the purchase)		
3.	lighting beam		
4.	handles of lamp screwed to resistance		
5.	in the lighting module after twisting off handle is water		
6.	in T8 handle of starter screwed to resistance		
7.	set		
a.	hubcap		
b.	lighting beam		
c.	cover (handle) of the lamp		
d.	handles of ighting beam		
e.	plastic corners		
8.	scratched vinyl		
9.	self repair		
10.	cover of the fluorescent lamp broken (mechanical damage)		
11.	clean		
L.p.	HEATHER	YES	NO
1.	packaging		
2.	receipt of purchase (receipt, invoice, certificate of payment with card or statement of the witness of the purchase)		
3.	broken		
4.	damaged cable		
5.	set accessories		
6.	clean		
L.p.	FILTER	YES	NO
1.	packaging		
2.	receipt of purchase (receipt, invoice, certificate of payment with card or statement of the witness of the purchase)		
3.	set accessories		
4.	cracked cover		
5.	damaged cable		
6.	clean		
L.p.	BOWL	YES	NO
1.	packaging		
2.	receipt of purchase		
3.	flaw		
4.	cracked		
5.	broken		
6.	damaging of current supplies		
L.p.	OTHERS	YES	NO
1.			

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Receiving the customer complaint from the producer

date and signature