FixTech Innova s.r.o.

COMPLAINT FORM

Industrial Services

This form is intended for submitting a complaint regarding a service provided by FixTech Innova s.r.o. To ensure a prompt and proper assessment of the complaint, please provide all available information and attach the relevant documentation.

1. CUSTOMER DETAILS

Company name:

_____

Company ID:

_____

Contact person:

_____

E-mail:

_____

Phone:

_____

2. IDENTIFICATION OF THE SERVICE SUBJECT TO COMPLAINT

Type of service:

- ☐ Heat Treatment
- ☐ Technical Cleanliness / Parts Cleaning
- ☐ Tooling
- ☐ Laboratory and Testing Services
- ☐ Other: _____

Customer purchase order number:

_____

FTI job / delivery note number:

_____

Part number / product or tool designation:

_____

Quantity subject to complaint:

_____

Date of service / delivery:

_____

3. DESCRIPTION OF THE COMPLAINT

Description of the identified non-conformity:

_____

_____

_____

Required specification / parameter:

_____

Actual measured value / condition:

_____

Date the non-conformity was identified:

_____

4. ADDITIONAL INFORMATION

Have the parts subject to complaint been further processed or used?

☐ No ☐ Yes – please specify the subsequent processing:

_____

Are the parts subject to complaint available for analysis by FTI?

☐ Yes ☐ No

Estimated scope of the affected delivery / quantity:

_____

5. ATTACHMENTS

If available, please attach in particular:

- ☐ photographs of the parts / non-conformity
- ☐ measurement report
- ☐ laboratory or test report
- ☐ drawing / technical specification
- ☐ delivery note
- ☐ other relevant documentation

6. CUSTOMER REQUEST

- ☐ Root cause analysis
- ☐ Repeat performance of the service / rework
- ☐ Replacement performance
- ☐ Financial compensation / credit note
- ☐ Other: _____

7. CONFIRMATION

I confirm that, to the best of my knowledge, the information provided above is complete and correct.

Name:

_____

Date:

_____

SUBMISSION OF THE COMPLAINT

Upon submission of this form, the complaint will be registered by FixTech Innova s.r.o. and forwarded for professional assessment. If additional information or the handover of the parts subject to complaint is required, the responsible FTI representative will contact you.

FixTech Innova s.r.o.
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Czech Republic