

F – 03/ P - 07

Nr wydania: 1

Data wydania: 12.05.2025

Strona/stron: 1/1

Complaint Submission Form

Date of creation :	
Customer name:	
Contact person's details: Email: Phone:	

PRODUCT DATA:	
Name / Size / Product Code:	
Purchase / Delivery Date:	
Date of Defect Detection:	
Customer Order Number:	
Production Batch Number (PM No. from System Label):	
Quantity of the Claimed Product in Pieces / kg / Cartons:	

Description of the Defect:	
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Customer Expectations / Remarks:	
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Sample Shipping Address: PROMAR S.A., Przemysłowa 9 Street, 63-200 Jarocin, Poland.

Photos of the defective product and a photo of the warehouse label (with QR code) must be attached to the completed form.

- *If required, samples of the defective goods must be delivered to the manufacturer.*
- *To minimize damage, the use or sale of the defective product must be suspended until the complaint is resolved.*
- *Until the complaint procedure is completed, the goods remain at the disposal of the manufacturer.*
- *The completed form must be returned within 7 working days from the date of receipt.*
- *Each complaint will be accompanied by an official report.*
- *For more information, please refer to the General Terms and Conditions available on our website:*

<https://www.promarjarocin.pl/ogolne-warunki-umowne/>