|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Company details** | |  | | | |
| **Complaining person** | |  | | | |
| **Desctiprion of claimed goods** | |  | | | |
| **Quantity of claimed goods** | |  | | | |
| **Delivery Note Nr.** | | **Invoice Nr.** | | **Value of claimed goods** | |
| **Reason for making a complaint** | |  | | | |
| **Is the warranty applicable to the claim? YES NO** | | | | | |
| **Customer´s statement to determine the method of**  **resolving the complaint:** |  | | | | |
| **Supplier's statement**  **on determining the method of resolving the complaint:** |  | | | | |
| **Issued in: date:** | | | | | |
| **Customer´s stamp and signature:** | | | **Supplier´s stam and signature:** | | |
| **Corrective measures taken** (continue on the second page of the protocol if necessary):  **Corrective measures check, date:** | | | | | **Approved by:** |
| **Checking corrective actions** (continue on the second page of the report if necessary): | | | | | **Approved by:** |

ALL CLAIMS AND RETURNS MUST BE SENT TO THE FOLLOWING ADDRESS ONLY:

**MEKR´S s.r.o., Regnerova 1101, 542 32 ÚPICE**