

Form F-8.3-05

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FIBRAIN Sp. z o.o.  
Wspólna 4a, 35-205 Rzeszów  
Service Dept. : Rogoźnica 312  
35-060 Głogów Małopolski  
tel.: +48 (017) 866 0 800  
email: serwis@fibrain.pl

Rzeszów .....2016

CUSTOMER COMPLAINT FORM no. ....../A/2016

**I. Faulty product information**

|                      |                                    |           |
|----------------------|------------------------------------|-----------|
| Producer:            | Delivery certificate (Invoice) no. | Comments: |
| Part Number / Model: | Date of purchase:                  |           |
| Serial number/batch: |                                    |           |

**II. Claimant information**

|                                    |
|------------------------------------|
| Company, Address, Name and Surname |
|------------------------------------|

**III. Nature of complaint:**

|  |
|--|
|  |
|--|

.....  
Received by  
Signature

cut!.....

FIBRAIN Sp. z o.o.  
Service Department  
tel.: +48 (017) 8660850

**IV. Confirmation of accepting the product to be repaired**

|                      |                  |  |
|----------------------|------------------|--|
| Symbol:              | Submission date: | Was the product complete when delivered ? : NO |
|                      |                  | Is the packaging original?                     |
|                      |                  | Possible missing equipment:                    |
| Serial number/batch: | Producer:        |  |

.....  
Received to be processed in Service Department by  
Signature

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 Wspólna 4a, 35-205 Rzeszów  
 Service Dept. : Rogoźnica 312  
 36-060 Głogów Małopolski  
 tel.: +48 (017) 8650800  
 email: fibrain@fibrain.pl

**V. Response:**

|  |  |   |
|--|--|---|
| Repair no.:  | Date of accepting the product to Service Department: | Date of delivering missing parts:         |
| Professional evaluation:                           |  |   |
| <input type="checkbox"/> Complaint accepted        |  | <input type="checkbox"/> Complaint denied |
| Issued a new:<br>Adjusted invoice:<br>New S/N no.: | Repair costs (net):                                  |   |
| Repair completion date:                            | Service employee signature:                          |   |
| Shipping date:<br>Shipping letter no.:             | Signature:.....                                      |   |



Dane rejestrowe:  
 FIBRAIN sp. z o.o.  
 Ul. Wspólna 4A  
 35-205 Rzeszów

Adres korespondencyjny:  
 FIBRAIN SP. Z O.O.  
 Centrum Logistyczne,  
 Produkcyjno-Laboratoryjne w SSE-2  
 Rogoźnica 312  
 36-060 Głogów Małopolski

tel.  
 fax.  
 e-mail:  
 www

+48 17 86 60 800  
 +48 17 86 60 810  
 info@fibrain.pl  
 www.fibrain.pl



#### Information for customers:

This document is the only basis to issue the product after repair.  
In case of loss or destruction of the document, the duplicate will not be issued.  
FIBRAIN is not responsible for any consequences caused by the loss of this document.  
The time of handling a complaint, no longer than ~~21~~ **30 days**, starts from delivery of the product to the Service Department.  
In case of the lack of a warranty card, or if the product is incomplete, the time of handling a complaint starts from the date of delivering missing parts.  
The visual inspection of the product is performed in the presence of the claimant.  
In case of unjustified complaint, the claimant will be charged for costs related to testing the product and transport.  
For customers who are consumers according to Polish law regulations, the Parties shall apply only those provisions which are not contrary to applicable law, in particular, they do not constitute a prohibited contractual clauses within the meaning of article 385' KC.

**Z komentarzem [D1]:** Zgodnie z zapisami gwarancji na sprzęt

Service Department of FIBRAIN Sp. z o. o.



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