

CLAIM protocol

Buyer:

Company, Street, number, post code, telephone, e-mail:

I would like to claim following goods; with this fault:

Marking of goods / quality:

Dimension:

Lot.Nr.:

Date of delivery::

Bill of delivery number/ Invoice number:

Type of printer where is ribbon used:

Description of fault:

**NOTE: Please send us photo, sample and description of each claimed goods.
Without this information we will not start claim procedure.**

Statement of supplier / producer

Regarding your information written on the page nr.1 we received your claim. Result of claim procedure is following:

Claim were settled:

Name, surname/ function/ e-mail:.....

Number of claim:.....

Claim will be cleared in following steps:

- **Replacing of goods in amount of :** **pc./pcs**
- **Repairing of the goods in amount of (pc/pcs):** **pc./pcs**
- **Credit note in amount of:** **pc./pcs**

Stamp, Signature, Date