

ZG NJT_FS

Quality complaint form

Filling instructions

This form is intended solely for reporting quality discrepancies by business customers. Accurately completing all fields of the form will expedite the processing of your complaint. There is no need to print the form. Save it in PDF format and send it back, along with photos of the defective product, to: reklamacje@eakces.eu.

If you are a consumer, file a complaint based on the nonconformity of the goods with the contract. The seller is the entity responsible to the consumer, and the complaint letter should be addressed to them, not the manufacturer.

Akces sp. z o. o. is the controller of your personal data processed in connection with the submitted complaint, under the law. Therefore, we are responsible for using the data securely, in accordance with the contract, and applicable regulations.

Detailed information regarding personal data processing can be found in the link below, which fulfills the GDPR Information Obligation.

https://www.eakces.eu/wp-content/uploads/2019/08/RODO/180525P1_Obowiazek-informacyjny_RODO_B2B_Klienci_2.0_AKCES.pdf

Date of preparation reports

dd / mm / yyy

Method of pursuing claims

Applicant's details

Contractor's name

Contractor's representative

Type of report

Product designation and circumstances of notification

Code and name of the product

Quantity

Date of sale

dd / mm / yyyy

Not applicable

Date of disclosure of the defect

dd / mm / yyyy

Circumstances of the discovery of the defect

Type of defect

Building type

Installer

Purchase document from Akces sp. z o.o.

Date of purchase

dd / mm / yyyy

Invoice number

Attachments to the application

Receipt

Invoice

Photographs

Other comments