

## COMPLAINT'S REPORT

....., on ..... / ..... / .....

The Customer .....  
(Name of the Company)

Complainant's address .....

Contact person / phone No. ....

### INFORMATION ABOUT THE COMPLAINT

Invoice No. .... Confirmation No. ....

Item No. on confirmation .....  
(Quantity of glass items under complaint)

Other information .....  
(Size of glass items, date of order, ready for collection, other)

### GROUND FOR COMPLAINT / DESCRIPTION OF DEFECT

.....  
(Claimant's opinion, date of defect)  
.....  
.....  
.....  
.....  
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.....  
.....  
.....

**SUGGESTED INSPECTION DATE** .....  
(at least 14 working days from complaint receipt date)

.....  
Customer representative's  
signature and stamp

#### GENERAL TERMS OF REPORTING COMPLAINTS

1. Complaints shall not be considered without a purchase document.
2. Customers shall only be entitled to placing complaints within the guarantee period.
3. Complaints shall be reported in writing in a "Complaints Report" form, (Attachment 2 to the GTS) and shall be sent to the Seller by email at the Regional Representative's address, or by mail to POLFLAM Sp. z o.o., Runów, ul. Solidarności 1, 05-504 Złotokłós.
4. Complaints pertain exclusively to defects arising from the fire-resistant glass bought from POLFLAM, provided that customers follow the rules for use specified in the General Terms of Use of POLFLAM Glass (Attachment 1 to GTS).
5. POLFLAM Sp. z o.o. undertakes to consider the complaint within 14 days of receipt and to notify Customer about the decision, by email with the Inspection Protocol included (Attachment 3 to GTS).
6. A complaint shall be considered provided that the glass under complaint is returned for examination. Glass under complaint shall be sent to the address of POLFLAM Sp. z o.o. The glass must be properly protected against damage in transport (glass damaged in transport shall not be eligible for complaint).
7. In the case of groundless complaints, POLFLAM Sp. z o.o. shall have the right to charge the Customer the cost incurred (e.g., travel cost of maintenance team, overhaul work, expertise).