

COMPLAINT FORM

ADMONTER – OPTIMISED SERVICE AND NEW OPPORTUNITIES

Ladies and gentlemen,

Where wood is chopped, splinters must fall! Occasionally, something unsatisfactory can occur with even the best product. It is important to act quickly and efficiently in order to quickly reach a solution that is not tangled up in formalities. This is why we have compiled a complaint form for you as an Admonter partner to assist us in providing you with a quick response in the event of a complaint.

Please take note of the following:

- As of 1 October 2013, complaints will only be accepted through this form. To have the complaint expertly dealt with, it is important to complete the form properly and correctly and to send the corresponding photos with it.
- A first inspection by an Admonter partner (wholesaler, dealer or floor layer) is crucial for further processing/course of action.
- All persons involved in the complaint process are kept informed about the status of the incident.
- All further steps will be carried out in coordination with our partners.

The professional and quick processing of the complaint will enhance your expertise as an Admonter partner and consolidate Admonter as a quality brand. Likewise, your feedback allows us to constantly improve our products. Please do not hesitate to contact your Admonter representative for more detailed information or if you have any questions.

We look forward to taking this joint step towards service optimisation!

Your Admonter team

ADMONTER COMPLAINT FORM

After Sales | E-Mail: service@admonter.at | Tel: 0043 3613/ 3350-0

Product:

Order Number:

Delivery from:

Delivered quantity:

Complained quantity:

GENERAL DATA

DEALER:

Contact person:

Adress:

Country:

Telephone number:

E-Mail:

BOTTOMER:

Adress:

Country:

Telephone number:

E-Mail:

CUSTOMER:

Adress:

Country:

Telephone number:

E-Mail:

Visited by (name and date):

Wholesale

Retailers

Brief description of the complaint

Suggested solution:

Is spare material available?

Supplements / pictures (at least 3 pictures from different perspectives):

Date:

Company stamp and signature:

The above information is absolutely essential for the complaint! Missing information can lead to a delay in processing the complaint. We point out that processing costs for unjustified complaints must be charged!

