DEKOFILM POLSKA Sp. z o.o.
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Production & Warehouse
PL 05-250 EMILIANÓW Wegrzyna str.1 / Poland

DEKOFILM POLSKA

COMPLAINT PROTOCOL

Notice:
claimed product must be held at Suppliers's disposal for testing purposes and kept with original packaging and Supplier's labeling

Please confirm all data marked green in fields below

OBLIGATORY DATA:

DATE OF COMPLAINT:	
NAME OF APPLICANT:	
NAME OF PRODUCT COMPLAINED:	
NUMBER / QUANTITY OF COMPLAINED PRODUCTS (width / thickness /length)	
EVIDENCE OF PURCHASE - Invoice number	
ROLL IDENTIFICATION - please send by email picture of roll labels placed inside the core	
SHORT DESCRIBTION OF COMPLAIN REASON:	

OPTION 1 - IF CLAIMED PRODUCT NOT RETURNED TO SUPPLIER (e.g. because return cost are high)	
Short movie showing product defects or problems with product during packaging process on machines (best option)	
Pictures showing product defects	
OPTION 2 - IF CLAIMED PRODUCT IS RETURNED TO SUPPLIER. FOR REVISION AND LABORATORY TEST PURPOSE	
Decision about product return must be confirmed with Supplier before return. Please specify what quantity of claimed product is returned to Supplier? All claimed products or only chosen rolls, quantity	

OPTIONAL DATA (depending on Product type):

I. Obligatory for shrink POLYOLEFIN film:	
1) On what kind of packaging machine product was used?	
2) Speed of the machine - approximate number of pieces packed per minute on this type of machine?	

II. Obligatory for shrink PVC film:	
Confirm and provide evidence that product was stored and transported by Complaint Applicant or its Customer in proper conditions, in accordance with the rigor for DECOTERM PVC shrink film (at a temperature of max. +20 C degrees):	
Describe how proper storage conditions for PVC film were assured after delivery from Supplier in Applicant warehouse and/or its customer?	
In case Applicant sent PVC film to its customer, please confirm how proper tempearture was assured during transport?	
If transportation from Supplier to Applicant was on Applicant order and cost, please confirm how proper temperature was assured during such transportation?	

GDPR notice: in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, we inform you that the administrator of your personal data will be the sole company: DEKOFILM POLSKA. Your consent is necessary to be able to explain your complaint

NAME OF APPLICANT

(date and signature)

GIVING CONSENT TO THE PROCESSING AND SHARING OF PERSONAL DATA

(date and signature)