

Complaint Form

COMPLAINT PROTOCOL <i>Buyer is obliged to complete part A</i>		Manufacturer's protocol serial no.
A GENERAL INFORMATION		
A1	Name and type	Serial no.:
A2	Data of complainer	Tel.:
A3	Data of installer or seller	
A4	Date of sale	
A5	Date of complaint	
A6	Reason for complaint	A detailed description of the failure and the reason for the complaint, including justification and reasons from the user's point of view.
A7	Is there an acceptance document for the chimney installation	Document number
A8	Date and signature of the complainer	
B	MANUFACTURER It is forbidden to use coal as a fuel in all our inserts. Burning coal is always connected with loss of the guarantee for the hearth. A customer reporting a defect under the guarantee is each time obliged to sign a declaration that he/she has not used coal or other prohibited fuels for burning in our insert. A fireplace under a complaint shall be subject to expert analysis as to burning coal therein by an accredited laboratory. If the analysis demonstrates the use of a prohibited fuel, the customer loses all guaranty rights and shall be obliged to cover all costs related to the hitherto complaint (including the costs of the expert analysis).	
B1	Result of the complaint handling procedure	Sets out its opinion on the outcome of the complaint handling procedure
B2	Costs of the complaint handling procedure	Determination of costs with source documents attached
MANUFACTURER		
Signature and seal		