*Załącznik1 do P25/ Enclosure no.1 to P25*

|  | | | | | | **Zgłoszenie reklamacji**  *T****he complaint notification form*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | ***JW/005/17*** | | | | | | | | | | | | | | Strona */Page*  1/1 | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Unikatowy kod identyfikujacy /Unique identifier code* | | | | | | | | | | | | | |
| **CZĘŚĆ I – WYPEŁNIA KLIENT / *Part I for the clien*t** | | | | | | | | | | | | | | | | | | | | | | | | | | | Warunkiem sprawnego rozparzenia reklamacji jest wypełnienie formularza w części I.  *Completing this form at part no I is essential for efficient resolution* | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Data zgłoszenia:  *Date of complaint* |  | | | | | **Dane reklamującego/** *Details of complainant*  **Nazwa i adres firmy**  *Name and address of the company* | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | |
| Osoba odpowiedzialna za sprawę z FERRUM S.A./ *Responsible from FERRUM S.A.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | |
| Kategoria reklamacji/*Problem category* | | | | | | | | | | | | | Wadliwy wyrób / Defective product | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
| Wypełnić w przypadku „Inny rodzaj problemu”/  Fill *In when chosen „other type of problem”* | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Szczegółowy opis/**  *A detailed description* | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Miejsce wystąpienia reklamacji/  *Place of the complaint* | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | |  | | | |  | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nr zamówienia lub nr umowy lub zapytania ofertowego/*Order no.* | | | | | |  | | | | | | | | | | | | | | | | | | | | Nr potwierdzenia  Confirmation no. | | | | | | | | | | | | | | | | |  | | | | | | | | | | |
| Gdzie stwierdzono odstępstwo? Where non compliance? | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Załadunek  *Loading* | | | | | |  | | | Rozładunek  *Unloading* | | |  | | | | Transport  *Transport* | | | | | |  | | | | | | Montaż  *Assembly* | | | |  | | | inne/ *Other* | | | | |  | | | | | |
|  | | | | |  | | |  | | |  | | | | | | |  | |  | | |  | | | | | | |  | | | |  | | | | | | |  | | |  |  | | | | |  |  | | |
| **Oczekiwania klienta**\*\***/ *Expectation*** | | | | | | | Informacja / Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wypełnić w przypadku wyboru „Inne działania”/ *Fill in when „Other action”* | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Załączone dowody/** Attached evidence | | |  | Zdjęcia/ *photos* | | | | | | | | | | |  | | | Protokoły/ test protocols | | | | | | | | | |  | | | Ekspertyzy/ expertises | | | | | | | | | | | | | | |  | Inne/ other | |  | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Kompletne zgłoszenie prosimy przesłać na adres** [reklamacja@ferrum.com.pl](mailto:reklamacja@ferrum.com.pl)  **The completed complaint notification form please send to** [complaint@ferrum.com.pl](mailto:complaint@ferrum.com.pl) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **CZĘŚĆ II - WYPEŁNIA FERRUM S.A. - *Part II for FERRUM S.A.*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **\*DELEGACJE**  wypełnia Przewodniczący grupy/skład/data/nr delegacji | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \*Przewodniczący grupy na delegacji | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \*Uzgodnienia:  wypełnia Przewodniczący grupy/np. przywołanie notatki z wyjazdu lub inne/ | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \*Opinia prawna: | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ***DECYZJA*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Działania, które należy podjąć**  (faktura korygująca/naprawa/ wymiana/obniżenie ceny/zapłata odszkodowania lub inne) | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | |
|  |  |  | | | | | | | |  | |  | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | |
| **REKLAMACJA** |  | **UZNANA** | | | | | | | |  | | **NIEUZNANA** | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  |  | | | | | | | |  | |  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| */decyduje Dyrektor ds. Handlu i Zakupów i/lub Członek Zarządu/* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Zatwierdził (podpisy, data) | | | | | | | | | | | | | | |
| **Pismo zamykające** |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | **Załączniki** | | | | | | | | | | | | |  | | | | | | | | | | | |
| **UWAGI** |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ***Koszt reklamacji*** |  | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |  | | |  | | | | | | |  | | | | |  | | | | | | | | | | | | | | | | | | |
| Przedstawiono plan działań korygujących i/lub zapobiegawczych | | | | | | | | | | | | |  | | | **NIE** | | | | |  | | | | **TAK** | | | | Pismo/Karta: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | |  | | |  | | | | | | |  | | | | |  | |  | | | | | | | | | | | | | | | | |
| *\*\*FERRUM S.A. nie jest zobowiązane załatwić reklamację w sposób wskazany przez Klienta* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |