NOTICE OF COMPLAINT

No. .............................

***(completed by SPECTRA Lighting)***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Completed by the claimant:*** | | | | | | |
| **Purchase invoice number** |  | | | **Date of purchase** |  | |
| **Product name and code** |  | | | | **Number of faulty pieces** |  |
| **Claimant company** |  | | | | | |
| **SPECTRA sales employee servicing the claimant** |  | | | | | |
| **Reporting person**  *(full name, phone, email)* |  | | | | | |
| **Luminaire installation location**  *(address, contact phone number)* |  | | | | | |
| **Method of delivery of the claimed product to Spectra** | * FREIGHT SERVICES | | * PERSONAL | | * OTHER | |
| **Description of fault**  **(type of damage, circumstances of fault occurrence)** |  | | | | | |
| **Where to return the luminaire after repair.** |  | | | | | |
| **Date of complaint**  **………………………………** |  |  | | **Signature of the claimant\***  **……………………………………** | | |

\* The claimant declares to have acquainted themselves with the General Terms of Sales of Spectra sp. z o.o. sp.k. “Spectra GTS” and has accepted all provisions contained in the Spectra GTS, which forms an integral part of the contract/order entered into with Spectra, available at: <http://spectra-lighting.pl/images/download/OWS>)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Completed by SPECTRA Lighting*** | | | | | |
| **Complaint acceptance date**  **………………………………** | |  | | **Signature of person accepting the complaint\***  **……………………………………** | |
| COMPLAINT STATUS | * Repair free of charge | | * Repair against payment | | * Replacement |
| Fault description and components used |  | | | | |
|  |  | |  | |  |
| Date of return to the customer | Signature of person sending goods to the customer | | Date of receipt of goods  by the customer | | Signature of person receiving  goods without defects |
| ………………………………………….. | ………………………………………….. | | ………………………………………….. | | ………………………………………….. |