

Drutex S.A.
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Complaint

COMPLAINT FORM



_____ day - month - year

company stamp

1. **Drutex SA's Invoice No.** _____ item _____

2. Product _____ System (profile) _____

3. Product installed? yes no

4. Defects found _____

- | | | |
|--|---|------------------------------------|
| 5. Proposed remedy: | 6. When did the damage occur? | 7. When was it spotted? |
| <input type="radio"/> Delivery of replacement part for the damaged element | <input type="radio"/> During operation | <input type="radio"/> 0 – 7 days |
| <input type="radio"/> Replacement by the maintenance service station | <input type="radio"/> During transport | <input type="radio"/> 8 – 14 days |
| <input type="radio"/> Site-visit by a service technician | <input type="radio"/> During installation | <input type="radio"/> 15 – 30 days |

INSTALLATION SITE

1. Name and surname of private individual _____

2. Address _____
postal code, town, street, number

3. Contact phone No. _____

4. Additional address data _____

NOTE:

- I hereby give my consent for the processing of my personal data by Drutex S.A. for the purposes of handling my complaint.
- I confirm that the data I have provided is consistent with the actual state.
- I declare that I have read the warranty card, the content of which is available at the address: https://e-portal.drutex.pl/pl/document/warranty_general
- I declare that the installation of the Products covered by the warranty was performed in accordance with the Installation and Acceptance Guide for PVC, aluminium and wooden joinery available at the address: https://e-portal.drutex.pl/pl/document/assembly_and_acceptance_guide

A prerequisite for complaint processing is the attachment of photographs.

(legible signature of the person lodging the complaint)