

Claim Form

FPS 04-01 ed.2

DATE OF CLAIM:.....

CLAIMANT:.....

.....

TYPE OF CLAIM:

a) Quantity claim Excessive quantity Insufficient quantity

b) Quality claim: Faulty Damaged For repair

c) Other claim:

For DRAKOM structured cabling system:

1. Certificate no. of the fitter who performed the installation:
2. Name of file with measurement results of the claimed connection:
3. Model and number of meter used to detect the claim

DATE AND NUMBER OF SOURCE DOCUMENT / ORDER:

| | Purchase Invoice No. | Index No. | Description of Good | Quantity |
|---|----------------------|-----------|---------------------|----------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

Reason for claim (for DRAKOM, give the standard not met by the good):

Remarks (expected claim consideration procedure):

.....
Stamp and legible signature of customer



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To be filled by BKT Elektronik

| | |
|---|---|
| Claims: <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected | File No.: Note !!! Put it on the parcel in a visible place! |
| NOTE!..... Date, stamp and signature of BKT Elektronik employee: Return possible until:..... | |

INSTRUCTIONS FOR STOREHOUSE:

- Inventory Receipt Shipment for Guarantee Repair

Claim Procedure

- Claim form (to be downloaded from www.bkte.pl or sent by e-mail)** – Fill in a form and sent it to reklamacja@bkte.pl. Claims sent in other forms will not be considered.
- Claim consideration period:** Up to 14 days, the customer will be notified in writing.
- Claim acceptance or rejection** – Claims are accepted after verification, acceptance and giving a file number by BKT Elektronik. In case of return of goods not confirmed by BKT and without attaching a confirmed form, a parcel will be sent at the sender’s cost. Acceptance of returning claimed goods does not mean that the claim was considered justified.
- Sending goods after BKT acceptance** – Parcels must be accompanied by an approved good receipt document including names, quantities and the reason for returning the good, as well as the number of purchase invoices to be adjusted. Put a copy of the form accepted by BKT Elektronik in a self-adhesive envelope on the external side of the parcel. Mark the parcel with the file number in a visible place. Parcels which do not meet these conditions will be returned at the customer’s cost.
- Packaging** – Claims are possible only in original and closed packaging.
- Transport box** – Pack a good to be returned in an additional transport box in order to protect the products and their original packaging from any possible damage. Goods showing any sign of use will not be accepted. Should the original packaging be damaged, the value of the returned good will be decreased by 20%.
- Claims of goods** – Goods not purchased in BKT Elektronik, other than those goods claimed as above, and lacking the file number shall be returned at the customer’s cost.
- Returning of goods** – Parcels sent at the cost of BKT Elektronik will be accepted only through a DPD Raben carrier. Returns made through other courier companies will not be accepted.



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