

CUSTOMER COMPLAINT FORM

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1. CUSTOMER INFORMATION		
Company Name	City/Country	Phone
Company Representative (Name-Last Name)	Position	E-mail

2. CUSTOMER COMPLAINTS INFORMATION				
Complaint No.	(Please have a complaint number from your customer representative.)			
2.1- Customer Product Number				
2.2 - Rantech Product Number				
2.3 – Product Name				
2.4 – Quantity of Unsuitable Product				
2.5 – Traceability No (If any)				
2.6 – Invoice Date - Number				
2.7 – Where the problem is detected	Warehouse	On the vehicle		
<i>If the problem is detected on the vehicle, please fill in the following information.</i>				
2.8 – Type of Vehicle		(Bus, Truck, Trailer etc.)		
2.9 – Vehicle Usage Field	On the road	Off-road		
2.10 – Vehicle Brand/Model				
2.11 – Vehicle Plate Number				
2.12 – City-Country where vehicle is located				
2.13 – Product Assembly Date – Km				
2.14 - Product Disassembly Date – Km				
2.15 -Short Description of Problem				
Unsuitable product images file name	Exp. (If the complaint number is 2017-0001, first image file name will be 2017-0001-01, second image file name will be 2017-0001-02, ..)			
1 -	3 -	5 -	7 -	9 -
2 -	4 -	6 -	8 -	10 -
Description of the Problem				

3. CUSTOMER REPRESENTATIVE INFORMATION AND COMMENTS			
Name - Last Name	Phone		
Position	E-mail		Date
Comments			

4. INVESTIGATION AND EVALUATION OF COMPLAINT			
Level of the Complaint	1. Level	2. Level	3. Level
Evaluation result			
Desicion of Complaint	ACCEPT	REJECTED	
Desicion of Suspected Product			
Desicion of Extra Cost	ACCEPT	REJECTED	

5. CORRECTIVE AND PREVENTAL ACTIONS

6. QUALITY APPROVAL		
Name - Last Name	Position	Date-Signature