

SELLER



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Registration:	District Court Košice I, department Sro., company no. 16696 / V	

Buyer

Name and surname: * _____

Street and ID number: * _____

The city: * _____

Postal code: * _____

E-mail: * _____

Telephone: * _____

Order

Tax document number: * _____

Date of order: * _____

Product name: * _____

GENERAL INFORMATION

- report the complaint within 24 hours
- accurately document the defect (both in writing and photographically)
- put the non-conforming product or non-conforming products aside
- put away the box of paint with the batch and the order of the box (box number)
- attach the painting record from the relevant day
- attach a record from the daily record of PH values and conductivity of the chemical pretreatment
- attach a record of the exit inspection of painted products
- attach a record of the shipment of the products (description and numbers)
- set aside the sheet metal testers from before the final painting
- set aside the samples of sheets (10 x 20 cm) from the final painting
- Since these are specific matters, wait for the instructions of the technician or the responsible worker who will complete them all the necessary data and will determine the procedure for resolving the complaint.
- Complaints must be submitted immediately to prevent the spread of the defect and, as a result, rejection complaints. By reporting the defect in time, you can ensure a problem-free processing of the claim.

ATTACH THE FOLLOWING DOCUMENTS:

- * Document the defect and send photos of non-conforming products. (Overall and also detailed photos of the defect, etc.)
- * Painting record from the relevant day
- * Attach a record from the daily record of PH values and conductivity of the chemical pre-treatment
- * Record of exit inspection of painted products
- * Copy of the original tax document

1. When did the defect appear:

- Before application
- During the application
- After application _____
- Other (please describe)

2. Quantify the number of non-conforming products (pieces, etc.):

3. . Describe the storage of paint and temperature in storage areas:

- Before application
- During the application
- After application

4. Describe the transport of paint and the external temperature during transport:

5. Describe the packaging of the final products:

6. .Which method of complaint do you prefer (select):

- elimination of the defect**
- exchange of part of the goods**
- reasonable discount**
- refund of the purchase price**
- Other form (describe)** _____

IN: _____ DAY _____

SIGNATURE: _____

When processing personal data, the company GALIJA COLOR, p. r. about. according to the Personal Data Protection Policy available at www.galijacolor.sk.