

(* = Mandatory fields)

CONCERN
NUMBER:

(for office use only)

Customer Concern Form

1. Your Details

DEALER NAME:*		TEL:	
ACCOUNT NUMBER:		EMAIL:	
COUNTRY:*		REGIONAL SALES MANAGER:	
DATE:*			

2. Product Details

PART NUMBER:*			
PART DESCRIPTION:*			
ORDER NO./ORDER DATE:*			
INVOICE / DELIVERY NOTE NO.:			
QUANTITY WRONG/WITH QUALITY ISSUE:*		OF TOTAL QUANTITY DELIVERED/INSTALLED*	
HAS THE PRODUCT BEEN USED?*	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

3. Description of Concern*

- A. RETURN OF UNUSED PRODUCT B. WRONG PART DELIVERED C. WRONG QUANTITY DELIVERED
D. DEFECTIVE PRODUCT E. DAMAGED PRODUCT F. INCORRECT PAPERWORK

PLEASE ENTER MORE DETAILS HERE

4. Pictures/Videos are needed if concern B. or D. or E. is selected at point 3 above

(In any case of a product quality failure please add several pictures of the product itself where the issue is visible and also several pictures of the environment where the product was installed (picture of the full cluster, the milking place, the wash trays, the parking brackets and parking position of the cluster, etc.) – the more precise first-hand information we receive, the easier it will be to follow up)

Additional quality questions (only for used defective products)

NUMBER OF MILKING COWS:		NUMBER OF POINTS:	
NUMBER OF MILKINGS PER DAY:		DATE PRODUCT WAS INSTALLED ON FARM:*	

5. Request

CREDIT TO ACCOUNT SEND REPLACEMENT DELIVERY ADDRESS (IF DIFFERENT TO INVOICING ADDRESS):

Final action will be confirmed after having carried out our internal control

6. Returns

Please wait for the confirmation from your customer service representative before any effective return. They will inform in advance of any inspection cost and send official authorization as well as proper return address.



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