

## Reklamationsrapport Report of Complaint

Ver 2018-02

(del 1- extern rapportering/external report)

Udfyldes af HBS/Entered by HBS

Udfyldes af kunden/Entered by Customer

Kunde nr./Customer no	Ordre nr./Order no	Lev dato/Delivery date
Firma/Company		
Reference/Reference		Tel nr./Tel no:

RoC nr:
Dato/Date:

Til/To:  
**Hydro Building Systems Sweden AB**  
Fax: **0046 470-78 74 29**  
Mail: [order.nordic@wicona.com](mailto:order.nordic@wicona.com)

### Beskrivelse af fejl/Description of Complaint

Antal/Pcs	Art nr./Art no	Beskrivelse af fejl/Description of Complaint

### Handlingsplan/Action plan

Retur af reklamerede artikler, iht. til bestillings instr./Articles of complaint to be returned acc. to booking instrc.

Ja/Yes

Nej/No

Kreditering/Credit<sup>1</sup>

Til lager hos kunden/Put to customers' warehouse

Kasseret af kunden/Scrapped at customers' site

Erstatn.leverance/Comp. delivery

Anden løsning/Other solution<sup>2</sup>:

Sign:	Dato/Date:
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Sign:	Dato/Date:
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Ordre no:	
Sign:	Dato/Date:

Udfyldes af HBS/Entered by HBS

<b>Bemærkninger/ Notes:</b>	<b>Reg.</b> <input type="checkbox"/>
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<sup>1</sup>) For at kunne garantere fuld kreditering skal profilerne opbevares korrekt, varen skal være indpakket og korrekt emballeret og varen sendes tilbage til HBS **indenfor 4 uger**/ for being granted full credit, see to that the profiles are stored and wrapped correctly and that they are recieved back at HBS **within 4 weeks**.

<sup>2</sup>) Opståendigheder der generer interne omkostninger for kunden skal ikke faktureres til HBS uden at disse krediteres hvis der findes en godkendt reklamationsanmelding. Hvis det er omkostninger der genererer eksterne faktura skal denne betales af kunden og siden hen vedhæftes reklamationanmeldingen som krediterings grundlag. /actions that generate internal costs for the customer are only a matter of basis for HBS to give credit to the customer, if there's an valid Report of Complaint. If there's costs that are generated by external actions, these should be regulated by the customer and a copy should be attached as a basis for accreditation.

# Reklamationsrapport<sup>1</sup> Report of Complaint<sup>1</sup>

Ver 2018-02

(del 2- intern dokumentation/internal documentation)

Udfyldes af HBS/Entered by HBS

**RoC nr:**

Dato/Date:

*1) Denne rapport er ikke komplet, uden en ekstern reklamerapport med samme RoC nr/This report isn't complete without an external report of complaint with identical RoC no.*

**Fejlkode/Complaint definition**

<b>HBS</b>		<b>HBS leverandør/HBS Supplier</b>	
<input type="checkbox"/>	1.1 Fejlpakning/Defect of packing	<input type="checkbox"/>	2.1 Fejlpakning/Defect of packing
<input type="checkbox"/>	1.2 Fejlmærkning/Defect of marking	<input type="checkbox"/>	2.2 Fejlmærkning/Defect of marking
<input type="checkbox"/>	1.3 Orderregistrering/Order registration	<input type="checkbox"/>	2.3 Orderregistrering/Order registration
<input type="checkbox"/>	1.4 Emballage/Wrapping	<input type="checkbox"/>	2.4 Emballage/Wrapping
<input type="checkbox"/>	1.5 Materialefejl/Defect of material	<input type="checkbox"/>	2.5 Materialefejl/Defect of material
<input type="checkbox"/>	1.6 Indkøb/Supply		
<input type="checkbox"/>	1.7 Overfladebeh/Surface treatm. Compl.	<input type="checkbox"/>	2.7 Overfladebeh/Surface treatm. Compl.
<input type="checkbox"/>	1.8 Transport/Transport	<input type="checkbox"/>	2.8 Transport/Transport
<input type="checkbox"/>	1.9 Konstruktionsfejl/Design fault		
<input type="checkbox"/>	1.10 WICTOP		

**Modtaget retur/Recieved complaint**

<input type="checkbox"/>	Retur modtaget/Complaint recieved	Sign:	Dato/Date
Reklamation godkendt Approved Complaint:	<input type="checkbox"/> Ja/Yes <input type="checkbox"/> Nej/No	Sign:	Dato/Date

**Handlingsplan/Action plan**

<input type="checkbox"/>	Til lager/Put to stock	Sign:	Dato/Date
Omkostn./Costs:	Fragt/Delivery costs:		
<input type="checkbox"/>	Retur til HBS leverandør/Return to HBS Supplier <sup>2</sup>	Sign:	Dato/Date
Omkostn/Costs:	Fragt/Delivery costs:		
	Kreditnota/Credit bill no:		
<input type="checkbox"/>	Anden handling/Other action:	Sign:	Dato/Date
Omkostn/Costs:			

*2) Skal vedlægges et returdokument fra HBS med fragten/A Repurchase Note must be attached to the delivery.*

**Bemærkninger/  
Notes:**