

CONSUMER COMPLAINT

Company:	
Contact person:	
Phone contact:	
Contact person availability:	
Object:	
Complaint description:	
Date and time of defect appearance:	
Reference (invoice or contract number)	
Has any work been carried out recently on the object?	
*Serial number of PLC (NAD):	
*PLC has Internet connection:	
*Serial number of Coubieboard and router:	

ANNOTATIONS:

- Fill in the points with * if your project contains the mentioned elements
- Your personal data will be handled in accordance with the General Data Protection Regulation. More information is available on our web site
- In order to resolve the problem as quickly as possible, please fill out all the points in this form and send it to info@smartway.com.hr
- In the event that the malfunction is not on a piece of equipment supplied by SmartWay d.o.o., we reserve the right to reimburse the costs incurred by going out into the field, long distance connection or the like.
- For systems where errors have occurred within the warranty period, we are resolved as part of the maintenance, while for systems that have expired the warranty period, we send an offer note and solve the problem after acceptance of the offer note

Place and date

Applicant