

Instructions for reporting defects

Report defects or complaints regarding SmartWay products and services d.o.o. is done through the Consumer complaint form attached to this document and as a separate document on the company website, About Us/ Documents/ Complaint Application.

The correctly and completely filled out form is sent to the email address info@smartway.com.hr, after which you will receive a notification on receipt of the application and your request will be forwarded for processing.

For products and services that have been defective within the warranty period, we resolve them as part of the maintenance, while for products and services that are out of warranty period, we send an offer and resolve the issue after accepting the offer.

In the event that the defect 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, remote connection or the like.

This document is the property of SmartWay d.o.o., and SmartWay d.o.o. reserves all rights thereto.

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 Coubieboarda 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