

## CONSUMER COMPLAINT

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

**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](mailto:info@smartway.com.hr)*
- *For products and services where the defect occurred within the warranty period or contracted maintenance, we deal with it as part of the warranty or contracted maintenance.*
- *For products and services for which the warranty period has expired or maintenance has not been contracted, the diagnosis of the defect is charged 50 EUR + VAT, according to which a report is sent and a possible offer to eliminate defects.*

**Place and date**
**Applicant**


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