Complaint Registration Form

Please take sufficient photos (detail + overview) and send these together with this fully completed form to klachten@platowood.nl. Without photos and a fully completed Complaint Registration Form we cannot process your complaint.

|  |  |  |
| --- | --- | --- |
| Date |  | Your order number |
|   |  |   |
| Inspection by |  | Order number Platowood |
|  (Company name + person)  |  | (Mandatory) |
| Complaint address |  | Invoice number Platowood |
|   |  | (Mandatory) |

|  |  |  |  |
| --- | --- | --- | --- |
| **I have shared the installation and maintenance instructions with the customer?** |  |  YES [ ]   | NO |[ ]
| **Complaint description** |
|  |

|  |
| --- |
| **Concerning item number(s):** |
|  |

Work still to be installed:

|  |  |  | According to instructions |  | Not according to instructions |  | N/A |  | Other |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. | Package storage |  |[ ]   |[ ]   |[ ]   |   |
| 13. | Foil between the parts when restacking coated material |  |[ ]   |[ ]   |[ ]   |   |
| 14. | Ordered sufficient quantity (min. 10% extra) |  |[ ]   |[ ]   |[ ]   |   |

|  |  |  | Yes |  | No |  | N/A |  | Other |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 15. | Delivered according to order confirmation |  |[ ]   |[ ]   |[ ]   |   |
| 16. | Delivered according to order |  |[ ]   |[ ]   |[ ]   |   |
| 17. | Delivered without damage |  |[ ]   |[ ]   |[ ]   |   |
| 18. | Delivered according to sorting guideline |  |[ ]   |[ ]   |[ ]   |   |
| 19. | Planed correctly |  |[ ]   |[ ]   |[ ]   |   |

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| --- |
| **Comments** |
|  |

Installed work:

Attendees:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Initials / first name |  | Last name |  | Company name |
| 1. |   |  |   |  |   |
| 2. |   |  |   |  |   |
| 3. |   |  |   |  |   |
| 4. |   |  |   |  |   |
| 5. |   |  |   |  |   |
| 6. |   |  |   |  |   |

Minimum to check

For installed work

|  |  |  | According to instructions |  | Not according to instructions |  | N/A |  | Other |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***Ventilation*** |  |  |  |  |  |  |  |  |
| 1. | Ventilation at the bottom |  |[ ]   |[ ]   |[ ]   |   |
| 2. | Ventilation at the top |  |[ ]   |[ ]   |[ ]   |   |
| 3. | Ventilation at the back |  |[ ]   |[ ]   |[ ]   |   |
|  | ***End grain*** |  |  |  |  |  |  |  |  |
| 4. | End grain properly sealed |  |[ ]   |[ ]   |[ ]   |   |
| 5. | End grain chamfered |  |[ ]   |[ ]   |[ ]   |   |
|  | ***Fixing*** |  |  |  |  |  |  |  |  |
| 6. | Fasteners not countersunk |  |[ ]   |[ ]   |[ ]   |   |
| 7. | Stainless steel fasteners |  |[ ]   |[ ]   |[ ]   |   |
| 8. | Front side used as visible side |  |[ ]   |[ ]   |[ ]   |   |
| 9. | Expansion gap |  |[ ]   |[ ]   |[ ]   |   |
|  | ***Coating*** |  |  |  |  |  |  |  |  |
| 10. | Third finishing layer applied on site |  |[ ]   |[ ]   |[ ]   |   |
| 11. | Coating applied sufficiently thick |  |[ ]   |[ ]   |[ ]   |   |

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| --- |
| **Comments** |
|  |