



COMPLAINT FORM

Ravendo Order No.:*	SOR-	Dealer Ref.:	
Dealer:*		Contact Person:*	

Customer Name:*		Company:	
Address, postcode and city:*			
Email:*		Phone No.:*	

Item Name and No.:*	
Reason for complaint:*	

(It is important that the reason for the complaint is described as fully as possible. Describe the complaint and please start with the cause: production fault/material fault/surface treatment/damage caused by the user. Photo documentation must be attached. In the event of visible transport damage upon receipt, this must be immediately noted on the waybill, after which the dealer contacts Ravendo)

Date of Complaint:*		Purchase Date:*	
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Complaints must be made through the dealer where the product was purchased. To facilitate our processing and your waiting time, we ask that you fill in all fields marked with * and attach photo documentation of the reason for the complaint and a copy of the invoice.

Complaints must be made in writing with documentation attached no later than 14 days after the buyer has become aware of the situation. The complaint form is filled in, saved and sent by email to ravendo@ravendo.com. The complaint is then processed, and a response to the complaint can be expected within 5-7 days.

RETURN COMPLETED COMPLAINT FORM TO RAVENDO@RAVENDO.COM, MARK "COMPLAINT"

