

Complaint Notification

RMA No. (to be filled by Heraeus)

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Dear valued customer,

in order to process your complaint as soon as possible we need your support by filling out all fields in the form below.

ATTENTION
Please don't return the goods without any return authorization of Heraeus. The Return Authorization Number (RMA) will be provided after receipt of your claim.

To be filled in by customer!	
Customer Name	
Customer Reference No.	
Heraeus Invoice / Delivery Number	
Customer Material No. / Heraeus Material No.	
Material Description	
Batch No.	
Delivered Qty.	
Claimed Qty.	
Reason(s) for Claim	<input type="checkbox"/> Shipping / Transport
	<input type="checkbox"/> Quality Issue
	<input type="checkbox"/> Label Issue
	<input type="checkbox"/> Missing/Wrong Documents
	<input type="checkbox"/> Others
Details for Reason of Claim (please fill in details of the claim and pictures to be added via e-mail together with the request form)	
For further processing please let us know if you need a replacement delivery.	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Thank you for your support. We aim to resolve your claim as soon as possible.