



Annex No. 2 General Guarantee Conditions

<b>COMPLAINT PROTOCOL</b>		Complaint filing date: .....	
<b>1.</b>	Data of a customer placing a complaint	Company name, address	
<b>2.</b>	Invoice Number and the date of delivery		
<b>3.</b>	Date of detecting the defect		
<b>4.</b>	Reason for complaint	A detailed description of the defect found in the glass (marked complaint defected on each glass)	
<b>5.</b>	The number and type of glass panes constituting the complaint		
<b>6.</b>	- The number of the forwarding document or delivery note with the specification of the - Customer's order number		
<b>7.</b>	Way of settling the complaint	Customer's opinion on the matter of settling a complaint	
<b>8.</b>	Are there photos taken showing the defect?	<b>YES</b>	<b>NO</b>
<b>Signature and stamp</b>			



<b>COMPLAINT PROTOCOL</b>		Date of joining to Szkłoland : .....
9.	Person accepting the application	
10.	Person handling the application	
11.	Recognition of the case	
12.	Decision settling the Clair, Date and signature	