|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nr/Znak Reklamacji Klienta**/ Customer Complaint Number | | | | | | | |  | | **Numer Reklamacji CMCP**/ CMCP Complaint Number | | | | | | | | |
| **Wypełnia CMCP**/ CMCP Part | | | | | | | |  | | | | | | | | |
| ###**Proszę wypełnić dokument w języku polskim lub angielskim**/please fill in the form in polish or english language###  **Proszę odesłać dokumenty do przedstawiciela handlowego oraz do:** /please send the document to sales person representative and to:  [**cmczclaims@cmc.com**](mailto:cmczclaims@cmc.com) | | | | | | | | | | | | | | | | | | |
| **Klient CMCP**/ CMCP Customer: | | | | | | | | | **Ostateczny odbiorca**/ Final Customer: | | | | | | | | | |
| **Przedstawiciel Klienta**/ Company representative: | | | | | | | | | **Przedstawiciel Handlowy CMCP**/ CMCP Sales person representative: | | | | | | | | | |
| **Wypełnia Klient**/ Customer Part | | | | | | | | | | | | | | | | | | |
| **Dane podstawowe**/ Basic information: | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |
| **Data dostawy**/ Delivery Date | | | |  | | | | | **Nazwa wyrobu**/ Product name | | | |  | | | | | |
| **Data zgłoszenia**/ Complain Date | | | |  | | | | | **Ilość reklamowana**/ Claimed Quantity | | | |  | | | | | |
|  | | | | | | | | | | | | | | | | | | |
| **Numer Dostawy**  Delivery Note | | **Wymiar**  Dimension | | | **Gatunek**  Grade | | | **Partia**  Batch Number | | | | **Nr paczki/kręgu**  Bundle/coil no. | | **Stan przerobu** Processing status | | **Ilość reklamowana** Claimed Quantity | | |
|  | |  | | |  | | |  | | | |  | |  | |  | | |
|  | | | | | | | | | | | | | | | | | | |
| **Dodatkowe Informacje**/ Additional information | | |  | | | | | | | | | | | | | | | |
| **Propozycja zakończenia postępowania reklamacyjnego/** Customer proposal to terminate complaint procedure | | | | | | | | | | | | | | | | | | |
| **Data wysłania próbek do CMCP**/ Date of sending samples to control in CMCP**\*** | | | | | | | | | | | | | | |  | | | |
|  | | | | | | | | | | | | | | | | | | |
| **Dodatkowe koszty reklamacyjne/** Extra complain costs | | | | | | | | | | | | | | | | | | |
| **L.p.** | **Rodzaj poniesionych kosztów?/** Type of cost incurred? | | | | | | | | | | | | | **Ile?/** How much? | | | | |
| **1.** |  | | | | | | | | | | | | |  | | | | |
| **2.** |  | | | | | | | | | | | | |  | | | | |
| **3.** |  | | | | | | | | | | | | |  | | | | |
| **4.** |  | | | | | | | | | | | | |  | | | | |
| **5.** |  | | | | | | | | | | | | |  | | | | |
| **6.** |  | | | | | | | | | | | | |  | | | | |
| **7.** |  | | | | | | | | | | | | |  | | | | |
| **8.** |  | | | | | | | | | | | | |  | | | | |
| ***Inf.*** | ***Proszę nie wpisywać kosztów materiału/*** *Please do not type here material costs* | | | | | | | | | | | | | **Total:** | |  | | |
|  | | | | | | | | | | | | | | | | | | |
| **Wypełnia Klient**/ Customer Part | | | | | | | | | | | | | | | | | | |
| **Opis problemu – analiza 5W2H**/ Problem description – analysis 5W2H: | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |
| **Jaki jest problem?** What is the problem? | | | | | | |  | | | | | | | | | | | |
| **Dlaczego stanowi to problemem?** Why it is a problem? | | | | | | |  | | | | | | | | | | | |
| **Gdzie został wykryty?** Where was it found? | | | | | | |  | | | | | | | | | | | |
| **Kiedy został wykryty?** When was it found? | | | | | | | **Data** Date | | | | **Etap przerobu** Processing stage | | | | | | | |
|  | | | |  | | | | | | | |
| **Kto znalazł problem?** Who found the issue? | | | | | | |  | | | | | | | | | | | |
| **Jak został wykryty?** How was it detected? | | | | | | |  | | | | | | | | | | | |
| **Jaka jest skala problemu (ilość)?** How many? | | | | | | |  | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | |
| **Miejsce na zdjęcia/** Place for the photos | | | | | | | | | | | | | | | | | | |
| 1) | | | | | | **1.Opis zdjęcia/** photo description | | 2) | | | | | | | | | **2.Opis zdjęcia/** photo description | |
| 3) | | | | | | **3.Opis zdjęcia/** photo description | | 4) | | | | | | | | | **4.Opis zdjęcia/** photo description | |
| **Załączniki/**Attachments:  1. ………………………………………….  2. ………………………………………….  3. ………………………………………….  4. ………………………………………….   |  | | --- | |  |   **podpis reklamującego i pieczęć firmy**  claimer signature and Company Stamp  **\*\* Data i miejsce**  Date and place | | | | | | | | | | | | | | | | | |