

CUSTOMER COMPLAINT FORM



CUSTOMER COMPLAINT FORM

CUSTOMER INFORMATION	
Customer name	
Customer phone	
Customer address	
Contact name	
Contact position	
Invoice number	
Purchase date	
Brand & Type	
Stock number	
Engine hours (picture)	
Start day warranty	
Chassis number	

CUSTOMER COMPLAINT FORM



COMPLAINT INFORMATION	
Complaint date	
Complaint taken by:	
Damage description: what is the damage area?/which part is broken?/are there unusual noises?	
Cause explanation: where is the damage coming from? What caused the damage?	
Repair description:	
Where tests carried out during the repair? Provide the relevant diagnostic chart and data	
Detailed description of disassembly and assembly.	
Clear details to explain claimed repair times (srt codes).	
Work card or thd report. (If helpful for the hours worked)	

CUSTOMER COMPLAINT FORM



PICTURES

Pictures that the customer must make:

1. A picture before the repair of the broken part(s)
2. A picture of all faulty/claimed parts that have been removed from the machine
3. A picture after the repair of the broken parts(s)
4. A picture of the machine hours at time of failure.
5. A picture of the machine.
6. If oil is required due to damage causing external leakage, a photograph is required.

Requirements for pictures:

1. The failed/claimed part should be well away from the machine.
2. The part should be removed from any type of packaging.
3. The area should be clearly visible.
4. Pictures should be clear or without reflections that impair vision.

If above picture instructions are not strictly followed, all warranty conditions of A&M machinery will become null and void.

Claim submission is 30 days after the end of the repair.

Name of person completing this form

Signature