

Instructions on how to fill in the form

3.1. Standard procedure :

3.1.1. Stage one:

Type of complaint Standard procedure
(The period of 12 months from the date of sale by Auto-Starter).

Extended procedure
(The period of 12 months from the date of final sale).

Customer number ?

Invoice number ?

Product name as in the invoice ?

Enter the data included in the invoice:

- Customer number
- Invoice number
- Product name

The system verifies whether the given part was purchased by the given customer and whether it has been already complained about.

If the verification is successful, a new window shall open.

3.1.2. Stage two:

Customer number	<input type="text" value="81234"/>	?
Invoice number	<input type="text" value="0123/04/2016"/>	?
Product name as in the invoice	<input type="text" value="S0005"/>	?
Complainant	<input type="text"/>	
Phone	<input type="text"/>	
Email	<input type="text"/>	
Decription of the defect	<input type="text"/>	
Your own application ID	<input type="text"/>	

Fill in the remaining fields.

An e-mail will be sent to the address stated in the claim notification. The e-mail will contain the following information:

- RMA number – the ID of the complaint (This should be placed in a visible place of the product complained about)
- Information about the shipment of the product
- Notification date
- Link to check the complaint status

RMA number: **0001-81234-16** [you need to put on your part]

Date of final sale: **2016-03-08**

Sales document:

Date: **2016-05-04 10:43:09**

Current status: **Awaits shipment**

Description:

Send a shipment to the address:

Auto-Starter
ul. Michałki 32,
80-716 Gdańsk

with a note COMPLAINT

3.2. Extended procedure:

3.2.1. Stage one:

Type of complaint Standard procedure
(The period of 12 months from the date of sale by Auto-Starter).

Extended procedure
(The period of 12 months from the date of final sale).

Customer number ?

Invoice number ?

Product name as in the invoice ?

Enter the data included in the invoice:

- Customer number
- Invoice number
- Product name

The system verifies whether the given part was purchased by the given customer and whether it has been already complained about.


If the verification is successful, a new window shall open.

3.2.2. Stage two:

Customer number ?

Invoice number ?

Product name as in the invoice ?

Date of final sale 

Final sale document

Fill in the remaining fields:

- the date of final sale
- a document confirming the final sale

3.2.3. Stage three:

Customer number	<input type="text" value="81234"/>	?
Invoice number	<input type="text" value="0123/04/2016"/>	?
Product name as in the invoice	<input type="text" value="S0005"/>	?
Date of final sale	<input type="text" value="2016-04-21"/>	
Final sale document	<input type="button" value="Open..."/>	
Product was faulty from the beginning?	<input type="radio"/> Yes <input type="radio"/> No	
Complainant	<input type="text"/>	
Phone	<input type="text"/>	
Email	<input type="text"/>	
Description of the defect	<input type="text"/>	
Your own application ID	<input type="text"/>	

Fill in the remaining fields.

An e-mail will be sent to the address stated in the claim notification. The e-mail will contain the following information:

- RMA number – the ID of the complaint (This should be placed in a visible place of the product complained about)
- Information about the shipment of the product
- Notification date
- Link to check the complaint status

RMA number: **0001-81234-16** [you need to put on your part]

Type of complaint: **Extended**

Date of final sale: **2016-03-08**

Sales document:

Date: **2016-05-04 10:43:09**

Current status: **Awaits shipment**

Description:

Send a shipment to the address:

Auto-Starter
ul. Michałki 32,
80-716 Gdańsk

with a note COMPLAINT

Complaint status:

- Awaits shipment
- Currently processed
- Accepted*
- Rejected**

*If a complaint is accepted, an adjustment invoice number shall be displayed

** If a complaint is rejected, the reason of the rejection shall be displayed

Complaint status examples:

Your complaint

RMA No.: **0001-87106-13** [you need to put on your part]

Your own ID: **TEST**

Date: **2013-08-13 14:38:46**

Current status: **Realised [Accepted]**

Correction: **xxxxxx**

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Your complaint

RMA No.: **0001-87106-13** [you need to put on your part]

Your own ID: **TEST**


Date: **2013-08-13 14:38:46**

Current status: **Realised [Rejected]**

Realization description:

test

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