In order to properly review your complaint and take action to eliminate the recurrence of the issue, we ask that you provide all information:

|  |  |
| --- | --- |
| Product name and volume: |  |
| Delivery note number: |  |
| Production batch number: |  |
| Total number of bottles inspected: |  |
| Number of defective bottles: |  |
| Exact description of the defect: |  |
| The defect occurred in pallets no .: |  |
| Indicate the number of the mould on which the defect predominated: |  |

Please attach following items to this form:

- Copies of pallet tickets

- Photo of bottles with defects

- For decorated bottles, the firing curve

Please do not break or dispose of defective bottles until you receive a statement from us. Based on the information provided above, we will let you know within 3 working days if we want to send defective bottles back at our expense.

Thanks for your kind cooperation.