



# Complaint form

## Details of the contracting party

Company name: .....  
Address: .....  
Telephone: .....  
E-mail: .....

## Delivery address details

Company name / Customer name: .....  
Type of customer:

- Wholesaler
- End customer
- Project developer
- .....

Address: .....  
Delivery date: .....

## Details of the end customer

Name: .....  
Address: .....  
Telephone: .....  
E-mail: .....

## Subject of the complaint

- Module
- Packaging
- Inverter
- Other
- Storage

Article: .....  
Quantity: .....  
Serial no: .....  
.....  
.....

Delivery note no.: .....  
Invoice no: .....





# Creating a Powerful Future

## Complaint information

Description of the damage / fault pattern:

.....  
.....  
.....  
.....

When was the damage detected?

- Delivery
- before assembly
- after assembly
- .....

What should the replacement look like?

- Credit
- Replacement modules

Where should a potential replacement module be delivered?

.....  
.....  
.....

**The contractual partner is responsible for the notification of defects, regardless of the delivery address.**

## Necessary documents to process your complaint:

- + Waybill with confirmation of damage by the truck driver (only in the event of transport damage)
- + Picture documentation of the damaged goods
- + Serial number of the affected modules
- + Delivery note or invoice for the consignment

We can only start processing the claim if the required documents are submitted in full. Please note that if documents are missing, processing will be delayed and legal deadlines may be exceeded as a result.

Please send your damage report immediately in written form to: [logistics@solar-fabrik.de](mailto:logistics@solar-fabrik.de) and in CC your responsible sales representative.

