

CLAIM FORM

PROC-PROD/006/03

* Fields with an asterisk are mandatory to make the claim

TITLE	DATE / /
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1 CUSTOMER INFORMATION/PRODUCT DETAILS

COMPANY*					
CONTACT					
MODEL*				UNITS*	
INSTALLATION DATE		KG GROUND			
SERIAL NUMBER*					

2 CLAIM INFORMATION (Defects/claims must be reported immediately)

ACTION REQUESTED (A claim should be submitted for each individual reason code)

CLAIM RETURN REPAIR (Budget) TECHNICAL ASSISTANCE

Claim description

DAMAGE IN TRANSPORT

EXTERNAL PACKAGING ISSUES	TRANSPORT COMPANY INFORMATION
<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO

Attach photos of the transport damage. Damage should be noted on the bill of lading during receiving in order to place a claim with the insurance carrier.

EXTERNAL DAMAGE TO GRINDER

	DESCRIPTION
<input type="radio"/> HOPPER LID	
<input type="radio"/> HOPPER	
<input type="radio"/> REGULATOR COLLAR	
<input type="radio"/> BODY DEFECTS	
<input type="radio"/> DISPLAY	
<input type="radio"/> POWER SWITCH	
<input type="radio"/> REGULATION CONTROL	
<input type="radio"/> LOWER COVER/FEET	
<input type="radio"/> POWER CABLE	
<input type="radio"/> OTHER	

3 TEST RESULTS / OPERATIVE ISSUES

- DOES NOT TURN ON
- DOES NOT GRIND UNDER LOAD W/BEANS
- DOES NOT GRIND WITHOUT LOAD
- GRINDER HEATS UP EXCESSIVELY
- MAKES ABNORMAL NOISE
- ONLY WORKS IN MANUAL MODE
- THE HOPPER DOES NOT LOCK
- THE GRIND DOES NOT ADJUST PROPERLY
- THE DISPLAY DOES NOT TURN ON
- OTHER

4 NOTES

Please attach the images and/or videos (max 20 sec) related to the request

CONSENT TO USE OF DATA

- The personal data indicated in this form like, for example, name, address, phone number, etc., which are required to process the contract, are collected based on legal rights. I hereby agree to have my data recorded in order to process the request. The legal right to process your data follows compliance with Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights, as well as Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27, 2016, regarding the protection of natural persons with regard to the processing of personal data and the free circulation of these data, and following the Recommendations and Instructions issued by the Spanish Agency for the Protection of Data (AEPD)

This document is mandatory to request a service at Compak, acting as an input report of the client's request and communication of the resolution of the incident or request for intervention. The warranty period for the product is one year from invoice and the repair period is five years from invoice. Based on "Royal Legislative Decree 1/2007, of November 16, which approves the revised text of the General Law for the Defense of Consumers and Users and other complementary laws", it establishes in its article 127 that (1) "In products of a durable nature, the consumer and user will have the right to an adequate technical service and the existence of spare parts for a minimum period of five years from the date the product ceases to be manufactured" and that (3) the action or right of recovery of the products delivered by the consumer and user to the employer for their repair will prescribe three years from the moment of delivery.

Compak Coffee Grinders, S.A.

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