Complaints form

In your own interest, we kindly ask that you **fill out this form carefully and submit it promptly**, as complaints will not be recorded or processed until we receive this form.

A complaint **may only take place after the defective article has been received**. Otherwise, any claims or demands made cannot be accepted.

We reserve the right to open/disassemble/separate/dissect the article which prompted the complaint.

Before Simplex has not issued final written findings and/or a written statement of consent, no costs whatsoever will be refunded.

Should the defective article urgently need to be replaced to avoid subsequent costs/damages, express written notification is to be issued, which is to be approved by Simplex.

Important for processing complaints

Please submit:
- **the signed complaints form**
- **the management report for work accomplished**
- **the defective article**

using free delivery, to:

Simplex Armaturen & Systeme GmbH
Abteilung Anwendungstechnik
Isnyer Strasse 28
88260 Argenbühl
Germany

Date of receipt:

Handling number:

(to be issued by the person handling the complaint)

Installing company

Company name:

Contact person:

Street address, house no.:

Postcode/ZIP, town/city:

Phone:

Fax:

Installation location

Location:

Street address, house no.:

Postcode/ZIP, town/city:

Contact person/customer/object:

Phone:

Where was the article purchased?

Wholesale:

Postcode/ZIP, town/city:

Contact person:

Phone:

Date of purchase:

Retailer/dealer art. no.:

Quantity:

Important! Please include a copy of the delivery note or invoice!

Simplex art. no.:

Dates

Date system was set up:

Date system was put into operation:

Date of damage:

Date of notification:

Defective specimen

Important! Please respond to each specimen separately!

Type of installation

- ☐ Cold water
- ☐ Hot water
- ☐ Circulation line
- ☐ Heating system
- ☐ Solar
- ☐ Gas line
- ☐ Compressed air
- ☐ Oil line
- ☐ Cooling line
- ☐ Underfloor heating
- ☐ Wall heating

Installation location

- ☐ Exposed
- ☐ Concealed (under plaster)
- ☐ Floor
- ☐ Duct/pipes
- ☐ Other:

Operating conditions of the pipe

Min. pressure:	bar	Max. pressure:	bar
Min. temp.:	°C	Max. temp.:	°C

Damage to the article

Where on the article did the damage occur?

Type of damage:

Supply situation

- ☐ Central water supply provided by a water company
- ☐ Autonomous water supply (domestic well or similar)
- ☐ Central heating
- ☐ District heating; if so: ☐ with or ☐ without heat transfer substation/heat exchanger

Cost estimation

Replacement (urgently needed, due to leaks): ☐ yes ☐ no ☐ see cost calculation attached ☐ cost calculation to follow

Subsequent costs: ☐ yes ☐ no estimated costs: €

Note

Signature

Date: Stamp:

Legally binding signature: