






ul. Wolności 33,
46-030 Murów
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fax. +48 77 42 14 165
www.vitroterm.pl

Complaint to Vitroterm-Murów S.A.

Date of filing the complaint:			
Name of the company submitting the complaint, address:			
The basic product data to be provided below can be found on the label, glass spacer, invoice and delivery documents.			
Dimensions (width x height)(1):			
VTM order number (2) :			
Item number or glass number located under the barcode (if a label is available)(3):			
Glass structure, glass type(4):			
Production date (located on the spacer frame.)			
Description of the defect: Please indicate the non-compliance with the standard or order (provide: size, type of defect, its location on the glass and type of non-compliance with the standard or order):			
Total number of defective pieces:		Is the glass installed:	
		pcs.	Y / N
Where can the glass/windows be inspected? Address for inspection + telephone number of contact person:			
Person filing the complaint : Name, surname, telephone number, e-mail address:			
Each complained glass should have photographic documentation. Instructions for photographing glass defects are available on the website https://www.vitroterm.pl/do-pobrania/			
Below, please indicate the expected form of handling the complaint (in accordance with the Commercial Terms and Conditions of Vitroterm-Murów SA)			
I am ordering the complained glass for a fee, without waiting for the complaint to be verified - if the complaint is accepted, please issue a correction to the invoice *			
Please consider the complaint, and if it is accepted, please provide a new glass free from defects *			
Please consider the complaint, and if approved, please do not make a new glass - please correct the invoice *			

* Please mark the appropriate box with an "X".

Important data for filing a complaint can be found on the glass label

WYKONAL(§):	 Vitroterm - Murów S.A. 46-030 Murów ul. Wolności 33 tel (077) 42 14 163, 42 70 300 fax (77) 42 14 165 www.vitroterm.pl	 PN-EN 1279-5:2018	 15064887	Lista: 3055 ID: 2
MISTRZ ZMIANY:	Klient: VTM Zam klienta: Zlec klienta: SC04.Sz09.02 Uwagi: Adres dostawy:	Nr poz: 1-4-6 VTM: 113542 L: 3055 ID: 2		
	Szerokosc x Wysokosc: ① 674 x 1442	Budowa: Cool-Lite SKM 183 II 10mm + MAT + ZNAK_P + DECOAT(#2) + ESG. Ramka Chromatech Ultra 16mm RAL 9004. AR. Planitherm XN II 6mm + ZNAK_P + ZAT + ESG. Ramka Chromatech Ultra 16mm RAL 9004. AR. VSG 55		
Oznaczenie: Ug=1,1 Szpros: Waga: 193,4 kg		ESG KLP2A CR	① 674 x 1442 Nazwa Firmy Zlec Klienta: SC04.Sz09.02 Zam Klienta: CUP1 SZ09 II-I Zam: 113542 Nr poz: 1-4-6	
Uwaga: Zerwac natychmiast po zamontowaniu				

If you do not have a label, you will find the glass data on the spacer frame

