



WARRANTY CLAIM CARD

APPLICANT / PERSON REPORTING THE PROBLEM

Organization name:

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Full address:

.....

Contact person:

.....

(name)

(e-mail address)

(phone number)

SUBJECT OF THE COMPLAINT

Part number and description:

Sales document number:

History of assembly and use (dates of assembly / disassembly, details of the person performing the assembly, etc.):

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DESCRIPTION OF COMPLAINT REASON

Correct description of defect and expectations towards service is the basis for considering the complaint.

WHAT? (what exactly happened and what it concerns, what is the problem - a detailed description)

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WHO? (who detected, who is involved in the situation, who else may be involved)

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WHERE? (where the situation occurred, whether it is one area or more)

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WHEN? (when this situation took place, an exact date, time, whether the situation repeated)

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WHY? (why is it a defect, why is it non-compliance and for which requirements)

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HOW? (how the problem was detected, how the measurements were done)

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HOW MANY? (how large is the population of non-conforming material)

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Please note:

- In case of improper functionality of the product¹ it is necessary to precisely define the circumstances under which functional discomfort occurs. It should be also checked and Johnson Matthey Battery Systems should be informed in writing whether the installation of the product(s) has been performed correctly².
- In case of visual defects, apart from giving the reason for the complaint, a clear and good quality photo with a measure/ruler/feeler gauge should be taken to show the defect.
- In case of missing elements in the delivery, it should be exactly specified what has not been delivered (refer to the item position in order and sales document). Information should be provided to JMBS immediately after delivery of the goods.
- In case of product mechanical damage during delivery, when the packaging is damaged, this fact should be immediately reported to the person transporting the goods, who will prepare a damage report.
- In case of complaints for mechanical damage of products where the packaging is not damaged, this fact should be immediately report to JMBS, with photos taken to document the damage of goods and undamaged packaging. Undamaged packaging should be stored for evaluation.

¹ It does not apply to activities within the scope of the user of the product and such complaints will be treated as unjustified and thus, in case of the manufacturer's service delegation for this type of complaint, invoices will be issued to the Applicant.

² In case the manufacturer's service determines that the product / products are incorrectly installed, all costs related to handling of a complaint will be directed to the Applicant.

EXPECTATIONS OF APPLICANT REGARDING THE COMPLAINT

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ATTACHMENTS

- Warranty Card.
- Purchase document.
- Product photos.
- Photos showing the reason of the complaint.
- Other (please specify):

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DATE AND SIGNATURE OF THE APPLICANT (name) (date)

The Warranty Claim Card together with all attachments should be sent the following address:
_BTGGliwiceQS-Reklamacje@matthey.com.

COMMENTS

The product should be completed in accordance with the manufacturer's specification and legal requirements. An incomplete or improperly completed product may result in rejection of the complaint or lack of proper repair, which charges the sender. Incompletely delivered products may not be considered as complaints. Delivery of missing items is at the expense of the sender.

The product should be packed in the original transport packaging, and if this is not possible, in another transport packaging that properly protects the product against damage during transport. Transport damage of the product caused by defective packaging is charged to the sender.

Replaced parts become the property of the manufacturer.

In case of rejection of the warranty claims, the customer should collect the product at his own expense or have it repaired for a fee. The customer will be informed of the reasons for rejecting the complaint by phone or in writing.