In case you have a complaint about our products, services or otherwise, please fill out this form and e-mail it to [CustomerServices@spgprints.com](mailto:customerservices@spgprints.com). Please do not return any materials without our confirmation of receipt and a RMA number.

|  |  |
| --- | --- |
| **Customer information** | |
| Company name: |  |
| End user name:  *When different from company name* |  |
| Contact person: |  |
| Email-address: |  |
| Telephone number: |  |

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| --- | --- | --- | --- |
| **Complaint Information** | | | |
| Date of complaint: | |  | |
| SPGPrints B.V. order or delivery number: | |  | |
| Your reference number: | |  | |
| **Complaint type** | | | |
| Product  Quality issue  Incorrect quantity  Incorrect product  Packaging issue | | Service  Invoice  Late / Early delivery  Unsatisfactory service  Other (Please specify in description) | |
|
| **Description of the problem** *Please provide a short description of complaint and, if applicable, product, batch numbers and type of machine.* | | | |
|  | | | |
| If applicable, do you have sample-material of the application available? | | | Yes No |
| **Preferred solution**  *Please describe which solution is preferable for you* | | | |
|  | | | |
| **Complaint Number:**  *To be filled by SPGPrints B.V.* |  | | |