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 | | |
| Complaint nr  (filled in by SPG Prints) |  | |
| Customer name / address: |  | |
| Contact person: |  | |
| Email-address: | |  |  | | --- | --- | |  |  | | |
| Telephone number: |  | |
| Date of reclamation: |  | |
| Stork order number on which the product was delivered |  | |
|  |  | |
| **Complaint information** | | |
| Complaint about invoice |  | Invoice number : |
| Complaint description : |
| Complaint about Packaging / Delivery |  | Kind of ink packaging :  Box  Cartridge  Can  Bag  220ml  1kg  2kg  3 kg  10 kg |
| Delivery number (mentioned on pack list): |
| Damaged items : (quantity and colour) |
| Complaint description :  Please attach pictures of the complaint |
| Complaint : Ink |  | **Please continue with appendix 1** |
| Complaint : Printer/Printhead |  | **Please continue with appendix 2** |
| Complaint : Software |  | **Please continue with appendix 3** |

|  |  |
| --- | --- |
| **Appendix 1 : Ink complaint**,  please fill out the form below, in order to help us identify the problem | |
| **Ink:**  Flare R / A / D / S – DK / AK  Nebula R / A / D /S  Penetration fluids  Other,  **Printer**:  Sapphire (II)  Jade  Tourmaline  Ruby V-II / XL  Other Epson PH printers:  Company:……………………………  Type: …………………………….…..  Kyocera PH Printers:  Company:……………………………  Type: ………………………….……..  Archer:  Javelin  Pike | Article number: |
| Batch Number: |
| Best before Date: |
| Color: |
| Quantity affected / suspected: |
| Used Waveform: |
| Printer Serial Number:  Amount of Printheads:  Amount of Rows: |
| Printed Sample material available?\* | Yes  No |
| Ink Sample available?\* | Yes  No |
| Problem visible on one head only? | Yes  No |
| Problem description please indicate and specify (note: several options are possible)  Total blockage, please also fill in Appendix 2  Missing jets (Specify the percentage of jets that are missing or deviating ( . … %)  Jet angle deviation  Others, | |
| When does the problem occur (note: several options are possible):  after start up after stand-by after prolonged printing others,  Please specify recurrence rate in liters, meters or hours …….…. (l,m,h) | |
| Which actions were already taken to solve the problem?   |  |  | | --- | --- | | Action | Result | | Cleaning / fill up |  | | Multiple ink purges or fill-ups |  | | Manual cleaning of the nozzle plate |  | | Flush ink system with cleaning liquid |  | | Change dampers or filters |  | | Change PH |  |     Others (specify),  Provide detailed information on test-draws before and after cleaning, ink changes and printhead history if applicable, this will help us identify the problem quicker | |
|  | |

\*: Generally, sample material is necessary to be able to specify your complaint.

|  |  |  |  |
| --- | --- | --- | --- |
| **Appendix 2 : Printer / Printhead complaint**,  please fill out the form below, in order to help us identify the problem | | | |
| **Ink:**  Flare R / A / D / S – DK / AK  Nebula R / A / D /S  Penetration fluids  Other,  **Printer**:  Sapphire (II)  Jade  Tourmaline  Ruby V-II / XL  Other Epson PH printers:  Company:……………………………  Type: …………………………….…..  Kyocera PH Printers:  Company:……………………………  Type: ………………………….……..  Archer:  Javelin  Pike | | | Printer Serial Number:  Amount of Printheads:  Amount of Rows: |
| Error Description:  Eventual Error codes: |
| Banding | | | Yes  No |
| X - direction  Y - direction |
| Alignment | | | |
| General background information:   |  |  | | --- | --- | | How long does the problem exist | (days) | | Estimate weekly ink consumption of this particular printhead | (litres) | | How old are the printheads | (months) | | When were the dampers replaced for the last time | (months) | | Usage of the printer | (h/day) | | Room conditions as temperature, RH | (°C, %) | | | | |
| Printhead problem | | Yes  No | |
| Total blockage  missing jets  jet angle deviation  Others,  Specify the percentage of jets that are missing or deviating: % | | | |
| Switched FTP cable between colours | | Yes  No | |
| Switched dampers between printheads | | Yes  No | |
| Which actions were already taken to solve the problem? | | | |
| Problem solved | Yes  No | | |
| Temporary  Improvement, not solved | | |
| Electronically problem | Yes  No | | |
| Problem description please indicate and specify | | | |

|  |  |
| --- | --- |
| **Appendix 3 : Software complaint**,  please fill out the form below, in order to help us identify the problem | |
| **Software**  PrinterServer 7  Wasatch SoftRIP  BestIMAGE  Printerserver 2.1.x  InEdit NeoStampa  Other, | Used Printer |
| Used hardware / Installed OS |
| Connection | USB  Fire-wire |
| Problem description please indicate and specify | |