



**COMPLAINT FORM**

back to:

**Magneti Marelli Aftermarket GmbH**  
 Fax: +49 - (0) 71 31 – 17 69 28  
 E-Mail: [KSC@magnetimarelli.com](mailto:KSC@magnetimarelli.com)

CUSTOMER:	<input type="text"/>	Customer-No.:	<input type="text" value="CD"/>
Consignee:	<input type="text"/>	Consignee: SD	<input type="text" value="SD"/>
<b>DDT-No.:</b>	<input type="text" value="111"/>	<b>Date:</b>	<input type="text"/>
<b>Delivery note:</b>	<input type="text" value="321"/>	<b>Received:</b>	<input type="text"/>
Invoice No.:	<input type="text"/>		

**Cause for complaint:**

→ Please mark with X !

OR

<b>Shipment incomplete, It is missing: *</b>	Article	<input type="checkbox"/>	<b>Damage on: *</b>	Article	<input type="checkbox"/>
	Carton	<input type="checkbox"/>		Package	<input type="checkbox"/>
	Pallet	<input type="checkbox"/>		Pallet	<input type="checkbox"/>

→ \* Please send us also copy of waybill with your corresponding remarks!

<i>MM-No. ordered</i>	<i>MM-No. received</i>	<b>QTY. on Del. note</b>	<b>QTY. received</b>	<b>QTY. damaged</b>

**REMARKS CUSTOMER:**

Date:  Name:



## LEAFLET FOR COMPLAINT FORM

### **The following details are required for processing your complaint:**

- DDT-No. starting with 111..... (top left in delivery note)
- Delivery No. starting with 321.....(right in delivery note to each of your orders)
- Cause for complaint with details

Please use only 1 form per complaint and delivery (DDT-No. 111...) and send it

via Fax: **+49 (0) 71 31 - 17 69 28**  
or via e-Mail: [KSC@magnetimarelli.com](mailto:KSC@magnetimarelli.com)

### **PERIOD FOR COMPLAINTS:**

Your complaint for visual damages has to arrive at our company within 10 days starting from date of receipt.

### **REPLACEMENTS:**

We ask for your understanding that replacements cannot take place on principle. If required we kindly ask you to place a new order.

### **CREDIT NOTES / DEBIT NOTES:**

After our internal checking we are going to issue a credit or debit note according to the value of the goods.

For this reason we ask you to abstain from charges or possible invoice reductions, as these are not going to be accepted.

### **DAMAGES IN TRANSIT / SHIPMENT INCOMPLETE:**

On the part of RGZ Magneti Marelli Aftermarket GmbH a compensation for visual damages in transit or incomplete shipments can only be paid if there is a corresponding remark on the transport document and if you send us a legible copy.

***Please pay attention to this on receipt of goods!***

Please do not send damaged products back to us. Keep them 3 months for expertise. After this period you can scrap the products.

### **RETURNS:**

Possible returns of wrongly delivered goods can only take place after consultation with the dept. *KundenServiceCenter* and as a rule only to the following address:

CHRIST GmbH  
c/o Magneti Marelli  
Austraße 137  
D-74076 Heilbronn