

Complaint form

Details of the contracting party

Company name:

Address:

Phone:

E-Mail:

Delivery address details

Company name / customer name:

Type of customer:

Wholesaler Installer / Planner

End customer

Address:

Delivery date:

End customer details

Name:

Address:

Phone:

E-Mail:

Subject of the complaint

Module

Other

Item:

Quantity:

Serial no.:

Delivery bill no.:

Invoice no.:

Complaint info

Description of the damage / error pattern / measurement result

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.....
.....
.....

When was the damage detected?

- Delivery
- Before assembly
- After assembly
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What should the replacement look like?

- Credit
- Replacement modules (if possible)

Where should a potential replacement module be shipped?

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.....
.....

The contracting party is responsible for the notification of defects, regardless of the delivery address.

Necessary documents to process your complaint:

- + Waybill with confirmation of damage by the truck driver.
(only in case of transport damage)
- + Picture documentation of the damaged goods
- + Serial number of the affected modules
- + Delivery bill or invoice of the shipment
- + In the event of performance losses:
Measurement of the open-circuit voltage of the respective modules

We can only start processing the claim if the required documents have been submitted in full. Please note that if the documents are missing, processing will be delayed and legal deadlines may be exceeded. Legally prescribed deadlines will be exceeded.

Please address your damage report immediately in written form to:
info@bauer-solar.de and in CC your responsible sales representative.