FORM · CUSTOMER ZONE

Complaint Report

Complete the form correctly and legibly – on a computer or by hand – and send it by e-mail to **biuro@adjatech.pl** together with photos of the defect in JPG format. We consider a report complete once the Sales Support Department has received the completed form and the necessary materials.

biuro@adjatech.pl
form and JPG photos – in one e-mail

within 40 days
response from submission of a complete report

upon approval
return of goods – within 7 days of approval by the Sales Support Department

GTS § 7
complaint procedure – General Terms of Sale

A Claimant

Company

Tax ID (NIP)

Contact person

E-mail

Phone

B Delivery

Order number

Invoice or delivery document number

Delivery date

C Castings under complaint

Casting designation (part number)

Number of pieces under complaint

Defect description – where it occurs, how it was detected and how many pieces are affected

D Attachments and preferred resolution

Attachments: ☐ photos of the defect (JPG) ☐ samples sent to the foundry

Preferred resolution: ☐ repair ☐ price reduction ☐ replacement with defect-free goods

The indicated resolution is not binding – the seller selects the type of remedy, first attempting to repair the goods (GTS, § 7 sec. 1 items 3–5).

Place and date

Signature of the claimant

How to submit the report

- Send the form and photos of the defect (JPG) in one e-mail to **biuro@adjatech.pl**. Photos should preferably show the casting marking and a measuring scale or a reference to a dimension from the drawing.
- Samples – to the address: Adjatech Metalworking Sp. z o.o., ul. Gnieźnieńska 26, Janikowo, 62-006 Kobylnica, marked "Sales Support Department".
- Return the goods under complaint only after the complaint has been accepted and the Sales Support Department has given its approval – within 7 days, properly protected, to the address: Adjatech Metalworking Sp. z o.o., ul. Gnieźnieńska 26–28, Janikowo, 62-006 Kobylnica, marked "Complaint return".
- The costs of examining an unjustified complaint, as well as the costs and risk of shipping the goods, are borne by the customer (GTS, § 7 sec. 2 item 5 and sec. 3 item 4).
- Questions: Sales Support Department, tel. +48 61 662 43 37, biuro@adjatech.pl.

The full text of the complaint procedure – § 7 of the General Terms of Sale – is binding. Information as of: October 2026. This document is for information purposes only and does not constitute an offer within the meaning of Art. 66 § 1 of the Polish Civil Code. Order details – material, tolerances, scope of testing, lead times and price – are specified in the quotation and the order; commercial matters are governed by the General Terms of Sale of Adjatech Metalworking Sp. z o.o.