

# Complaint form

Please attach the following to this complaint form:  
Digital photos of applied film (close up and general view) and samples that show the problem (otherwise no processing possible).

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date

customer contact person  
phone e-mail

product measurements  
batch no. quantity

description of problem

## → Printing problems

Which printer was used (brand and type)?

Which colour/ink was used? original ink others

Which laminate was used?

Fault stripes/banding moistening flatness  
scratches others

Which profile was used?

## → Problems during cutting and weeding

Which cutter was used (brand and type)?

Type size < 10 mm > 10 mm whole surface  
Fault linersplitting linerbloking flatness  
others

## → Defects regarding the making/packaging/functionality of the film

visual appearance scratches dirt inclusions matt spots  
functionality shrinkage adhesive strength delamination  
packaging description  
others

Where does the fault occur? in running direction left middle right  
recurring, at intervals of cm

## → Problem in the application

What kind of object was the film applied on?

Application method wet dry  
indoor outdoor

Which application tape was used?

Application temperature and date of application

How was the surface cleaned? Which cleaner?

Surface smooth surface 2-dimensional surface coated surface  
lacquer-age at time of application

Type of surface aluminium acrylic glass  
asphalt others