# Customer Complaints Info Sheet

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date: |  | Customer: |  | Contact Person: |  | Tel Nr. |  |
|  |  |  |  |  |  | E-mail |  |

|  |
| --- |
| **Information on affected coils** |
| DSP Coil TagNumber | CustomerClaim Nr. |  Current Material Form(coil/slit/sheet) | Width(slits only) | Length(sheet only) | Defective Mass Involved | Defect Description 1 | Where on coil is problem 2 |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Notes:** 1 Brief description of defect (e.g. Zink peeling, Wavy Edge, Frett marks, White rust)

2 Indicate affected area on coil (e.g. ID, OD, Center portion, Coil edges, Entire width)

3 Indicate physical location of coils / sheets / slits

|  |
| --- |
| **Additional Remarks** : |
|  |
|  |
| **Location of defective material now 3 and Contact Details for possible inspection** |
|  |