

# Complaint form

## SUBMITTER INFORMATION

### PERSONAL DATA

Last name\*:

First name\*:

Submitter e-mail address\*:

Submitter phone number\*\*:

### COMPANY DATA

Company name\*:

Company address:

## SUBJECT OF COMPLAINT

- ☐ Service ☐ Invoice  
☐ Transport/Product ☐ Other

## CONTENT OF COMPLAINT

Which transport / invoice / product you have problem with (identification number required)\*

## EXACT DESCRIPTION\*

Attachment (documents supporting the complaint and facilitating identification: delivery note, invoice, CMR, photo, video, etc.)\*\*\*

**Date of submission****Company signature**

Entering data marked with \* facilitates the correct and fast handling of complaints, therefore, in the absence of this data, the duration of complaint handling may be doubled.

\*\*Phone number is not obligatory but it speeds up administration. Our staff will only report by phone if justified by the specific case

\*\*\*Optional, but speeds up administration