

Please click to select your country:



England



Spain



Austria

Customer/ Company*	<input type="text"/>
Name Contact Person*	<input type="text"/>
Address*	<input type="text"/>
City*	<input type="text"/>
Customer Number	<input type="text"/>
Phone Number*	<input type="text"/>
E-Mail*	<input type="text"/>

Customer Notification Details:

Product Designation*	<input type="text"/>
Item Number	<input type="text"/>
Best-Before Date	<input type="text"/>
Delivery Date	<input type="text"/>

Response required

Complaint with health risk (feedback within 4 hours)

Complaint without health risk (after receipt of the complaint a written confirmation of receipt is sent within 1 working day)

Note: The processing time of the complaint can take up to 7 working days.
In exceptional cases, if, for example, sample retrieval or coordination with sub-suppliers or other partners is necessary, processing may take a longer time.

Customer Notification Details (multiple selection possible)

Sensory Deviation

Foreign Body

Deviation in Delivery

Customer Care Deviation

Case of Sickness

Packaging Deviation

Spoilage

Others/ Free Text

Documents, photos reports are attached

Sensory Deviation

appearance

taste

texture

Free Text

Foreign Body

sand/ stones

wood

plastics

glas

metal

insects

fish bone

organic

non-organic

unidentified

Free Text

Delivery Deviation

overdelivery

underdelivery

wrong delivery

driver's behaviour

delivery temperature

time of delivery

Free Text

Customer Care Deviation

not available

replacement delivery

driver's behaviour

delivery temperature

time of delivery

Free Text

Sickness

Description of symptoms

Number of persons affected

Treating physician / Name

Treating physician / Address

Hospital / Name

Hospital / Address

Free Text

Packaging Deviation

damaged / open

dirty

soaked / wet

inappropriate material

difficult to open

Free Text

Spoilage

best-before date exceeded

mould

extraneous smell

extraneous taste

Free Text

Others / Free Text

Documents, photos, reports are attached

Control Number: Result 5+5 =

Please enter control number and send