	COMPLAINTS FORM	**N° AUTHORISATION**	**RRR**

GRIVEL WARRANTY: Whilst Grivel is responsible for all the manufacturing defects of its products, it will not be held responsible for voluntary or accidental misuse due to lack of know how, nor in the case of an excessive use of the product designed to withstand the specific traditional levels of stress as explained in the instruction leaflet. Any modifications made to the product, apart from being dangerous for the user, will automatically cancel the guarantee and any responsibility for Grivel. Life span of products, according to how it is used, are specified in the instruction leaflet. No guarantee, of any kind, will be given once this life span has expired. The guarantee refers only to the original owner of the product and ceases automatically if the product is resold or given to a third party. Products for hire are excluded from this guarantee. Remember that the norms regulating hiring of EPI are highly specific and very limiting.

Part A –Grivel client's details:

Client's name and address: ……

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Gender: o M o F Age: …… Height: …… Weight: ……

Ability level: o professional o expert o amateur o beginner Years of experience: ……

Part B – Details of returned product:

Article code: …… Product name ……

Year of purchase? …… N° of times used (roughly) ……

Use: o professional o often/regularly o rarely o rented

Part C – Returned product's conditions of use:

Activity performed……

Where ……Terrain …… Season ……

If the return is a crampon , which boot was used (model and size)?……

Knowledge of product's instruction ? o YES o NO Technical knowledge ? o YES o NO

Was the product used as designed for o YES o NO Was the product modified by the client? o YES o NO Ticket o YES o NO

Description of the problem: ……

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Date /signature by client : ……

Part D: Authorization by Grivel to send the Product: o YES o NO **Authorization Code :**	**RRR**	

Part E: Grivel's answer to the Client:

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Date /signature by Grivel Commercial Manager :……