



Requested Details for Filing a Complaint (Prod. faults)

Date		Reason for Complaint	
Purchase Date		Missing Pieces*	
		Quality of Punch	
Name of Shop		Material defects	
City		Others	
Country			
Art. No.			
Copy of Receipt	A replacement is possible, if the puzzle is not older than 2 years and you can provide the copy of the receipt.		
Production Year ⁽¹⁾		Please add or mail photos to proof the complaint! Only jpg or pdf files in sufficient resolution	
Barcode ⁽²⁾			
Production Code ⁽³⁾			
Puzzle replacement / delivery address			
Full name			
Street/Streetnumber			
Street/Streetnumber			
City			
E-Mail			
Country			
Phone number			

Please send the form after completion to:

By E-Mail: m.turhan@eurographics.ca

* It is understood that the missing piece wasn't lost after opening of the poly bag!

(1) Production Year: aon the puzzle bag

(2) Barcode: Printed on the side of the box

(3) 3 Ways to find the Production Code

1. Production Code: you find on the plastic bag

the production code is described as "Teile.Nr". This would be (ten digits, starting with 5) + also specify the date.



2. Production Code: Batch number printed above the EAN code on the top of the box: (eg LFCAB ...)



3. Production Code: Code inside the box

