

**ZIRCAR REFRACTORIES LTD.**

Format No:

Rev.:

F/MKT/05

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Customer Complaint Form

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01-01-2019

1 of 4

Report No. : 01

Date :

Product Size : BUC-350

Code No. :

Dealers Name: Alka Enterprises - Baroda

Invoice No. & Date from ZCPL : _____

Customer Name :

Bill No. & Date from dealer : _____

Address/Contact No. : _____

Installed Date :

Failed Date :

Field Conditions :- (It is mandatory to fill up all points)

Type of Furnace _____

Melting/Holding _____

Type of Fuel _____

Temp. of molten metal _____

Metal/Alloys Melted _____

Heats per day _____

Metal per charge _____

Life of failed piece _____

Finished product and its Wt _____

Normal life expected _____

Casting Process _____

Competitor's life _____

(Gravity / LPDC/ HPDC/ Continuous Casting)

Fluxes used _____

Type of Operation (Batch / Continuous) _____

(If Continuous Specify as per instruction)

Factors relating to Complaint / Failure :**Possible Factor if any :**

(Erosion, Flux Attack, Cracks, Leakages, Blistering, Dimension, Design, Related to bottom stand, No expansion gap, Packing, Blow-Holes, Glaze run off, Flame impingement, any other):

1. Basic Price of Crucible :- _____

2. Payment received/Likely to receive :- _____

4. Expectation of customer from ZCPL :- _____

5. Whether defective piece was inspected ? Name of the Inspector :- _____

Signature & Stamp of Customer**Signature & Stamp of Dealer****Final Conclusion :****APPROVED BY:**

Note : Complaint form is to be forwarded to the Company within 7 days from the receipt of complaint from the customer. Otherwise, in the event of any delay the company is entitled to reject the same out rightly.

List of Documents enclosed :-

1. Complaint letter from customer
2. Photographs of the defective crucible.
3. Visit report (If any)