



# ZIRCAR REFRACTORIES LTD.

Format No:

Rev.:

F/MKT/05

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## Customer Complaint Form

Page #:

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3 of 4

### (Inspection and Remarks)

{For Office Use Only}

Reg: Complaint No. \_\_\_\_\_

#### 1. Observation report of the inspector :-

#### 2. Analysis report of Plant :-

#### 3. Comments of Sales Head :-

#### 3. Analysis of the complaint :-

(i) Amount approved for settlement of complaint :

(ii) Replacement on F.O.C basis, if any :

(iii) Rejection of the complaint with reason(s) :

Date :

Signature of Authorized person

CC:- Accounts / Sales / Production / QC :- For record and necessary action.