Complaint Registration Form

Nolan Group Branch Contacts

Sydney - (02) 9308 6200 Sydney@Nolans.com.au	Melbourne - (03) 8546 6300 Melbourne@Nolans.com.au
Newcastle - (02) 4088 4100 Newcastle@Nolans.com.au	Brisbane - (07) 3387 8500 Brisbane@Nolans.com.au
Perth - (08) 9376 2666 Perth@Nolans.com.au	Adelaide - (08) 8169 7400 Adelaide@Nolans.com.au
www.Nolans.com.au	

Items in Red, with an * are a required field.

*Product Description: _____

*Fabricator: _____

*Address: _____

*City, State and Postcode: _____

*Contact Name: _____ ***Telephone:** _____

*End User Name:
(If applicable) _____

Address: _____

*City, State and Postcode: _____

Contact Name: _____ **Telephone:** _____

Copy of Fabricator Original Invoice to Customer MUST BE ATTACHED

*Installation Date: _____ ***Type of Installation:** _____

*Invoice Number: _____ ***Invoice Date:** _____

*Product Number: _____ ***Metreage:** _____

Case or Roll Number: _____

First Advice Date of Complaint: _____

Nature of Complaint

Please list the complaint in the below text box. Please be as specific as possible:

- Description: e.g. adhesion/fading/shrinking etc.
- Environmental: e.g. cleaning evidence? State of surrounds and product.
- External Factors: e.g. under heavy traffic, bridge or tropical environment

Possible cause(s) & or recommendation:

Potential Cause: Only small area of cover affected. Possible chemical attack from inappropriate cleaner.
Recommendation: Replace 3 meters of material, no charge. NO labour component.

Are digital pictures showing the problem available?

If Yes, please attach or email.

Yes: ☐   No: ☐

If e-mailed, please provide date and time of e-mail.   Date: Time:

E-mail sent to:

If No, please list the reason why photos are not available:

Are physical samples showing problem/defect available for shipment to Nolan Group?

Yes: ☐   No: ☐

If No, please list the reason why samples are not available:

OFFICE USE ONLY

Checklist	Date	By
Customer Complaint Acknowledged		
Inspected by Nolan Group Representative		
Report Provided		
Manufacturer Advised		
Samples Sent to MFG for testing/evaluation		
Consignment ID for Samples		
Response from Manufacturer		
Complaint resolved		

NOTES