

**Complaint protocol**

Please fill out the following form completely so that we can process your complaint as quickly as possible and to your satisfaction. Please do not send the goods until you have been requested to do so! Thank you very much!

**order number:** \_\_\_\_\_ **system number:** \_\_\_\_\_  
(see security card)

**order date:** \_\_\_\_\_ **manufacturer:** \_\_\_\_\_

**delivery date:** \_\_\_\_\_ **locking system:** \_\_\_\_\_

**company:** \_\_\_\_\_

**name:** \_\_\_\_\_

**address:** \_\_\_\_\_ **phone:** \_\_\_\_\_

\_\_\_\_\_ **email:** \_\_\_\_\_

\_\_\_\_\_

**Reason for complaint** (short description of the problem):

\_\_\_\_\_  
\_\_\_\_\_

**Complaint process:** \_\_\_\_\_

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**Required attachments:**

- copy of your locking plan (only for locking system)

\_\_\_\_\_  
**date, place**

\_\_\_\_\_  
**signature** (only for communication on paper)

We refer to our data protection regulations at <https://www.sullus.com/law-and-security/privacy>.