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Complaint form EGGER Flooring

Select language: EN DE US DK ES FR IT NL PT RO SE SK F1 CZ PL LV ET GR LT HU SI HR

Complaint data	a		
Your reference:		Date:	
EGGER reference:			
EGGER contractor:*			
Address of branch offic	ce:		
General addres	ss data		
End consumer Name:		Flooring installer / fabricator: Name:	
Street:		Street:	
City/Postal code:		City/Postal code:	
Tel. No.:		Tel. No.:	
Contact person:		Contact person:	
E-mail:		E-mail:	
Product data			
Product name:*		Decor:*	
Production code (underside of the floor bo	pard):	SAP article no.:	
Date on label:		EAN:	
Object data			
Building:*	Old building	New building	
Usage:*	private	commercial	
Type of rooms:			
Complaint made against:*	Stock items	Commissioned goods installed goods	
installed area:*	pack. m ² pal.	goods of that following quantity is subject to	
uninstalled material:*	pack. m ² pal.	complaint*	
Reason for con	nplaint		
Description of the com reason (appearance):*			
Date of purchase:*	Installation date:*	When did the problem	
Proof of purchase avail	lable:* yes	occur?	
Photos of the appearant size (pen, coin) and the	nce with real reference e room situation are available:*	yes no sent/available at the dealer/supplier	

* Mandatory fields

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Reason for complain	ıt*					
Peeling/ Flaking	Difference in gloss level	Faulty milling	Deformation			
Abrasion/ Wear	Edge swelling	Joints	Squareness deviation			
Chipping/ Spalling	Scratches	Height offset	Odour/emission			
Decor defects	Open surface	Peaking	Edging damage			
Decor/ Pattern mismatch	Streaks/ Spots	Can not be installed	Creaking/Crunching			
Delamination	Dirty surface	Misfit locking system	Change in dimensions			
Colour deviation/ discolouration	Banana form	Concave distortion	Other			
Specifications subfl	oor					
Subfloor:						
Cement screed	Calcium sulphate screed	Chipboard	Parquet			
Wooden floorboards	Tiles	Textile flooring	PVC			
OSB	Linoleum/CV	Laminate flooring	unknown			
Residual moisture tested prior tinstallation:	o yes no	CM% Me	asurement protocol attached:			
Subfloor evenness checked prior installation:	orto yes no	Ø in mm Ma	ix. mm/m			
Subfloor flatness achieved after levelling:	yes how was it done		no			
Floor construction and installation						
Who did the installation?*	Craftsman Priva	ite person				
Room climate conditions:						
Air humidity in %:	Room temperature i	in °C:	Surface temperature in °C:			
Period of conditioning the boar	ds: Hour	Days				
Movement profiles/T-bars:	yes no					
Type of installation:*	floating full-s	surface bonding type:				
Wall distance expansions gaps in mm:						
PVAC glue (D3) sealing:	yes no					

* Mandatory fields

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Floor construction and installation					
Underlay materials					
Moisture protection film: yes no	Type:				
Underlay material: EGGER Silenz	zio Easy 🔲 EGGER Silenzio Duo				
Other underlay material:	Pressure stability CS Thickness in mm value in kPA (t/m^2)				
Type of floor heating Hot water Electric floor heating					
Heating protocol available: yes no					
Functional and floor curing heating protocol available: yes no to be submitted					
Cleaning and maintenance					
Use of cleaning and maintenance substances:					
no yes Name of cleaning product:					
EGGER collects and stores the customer data necessary for processing complaints (dealers, floor installers/fabricators, end users). The contact details of the data protection officer can be found on our website. For more information about processing, see Informationen zu der Verarbeitung personenbezogener Daten DE / Information on the processing of personal data EN.					

* Mandatory fields