

Complaint registration manual

From May 1, 2020, we are changing the way complaints are submitted.

Online complaints can be made in two ways:

- using the online selling platform in the Complaints tab.
- By selecting the Customer Service tab on www.martextruck.pl and then Submitting a complaint

1. After finish below described complaint process you will get e-mail with claim No.
2. You should send the complaint part with label of claim No. on the packing to:

Martex sp.z o.o.
Complaints Department
ul. Sosnowa 7
44-203 Rybnik

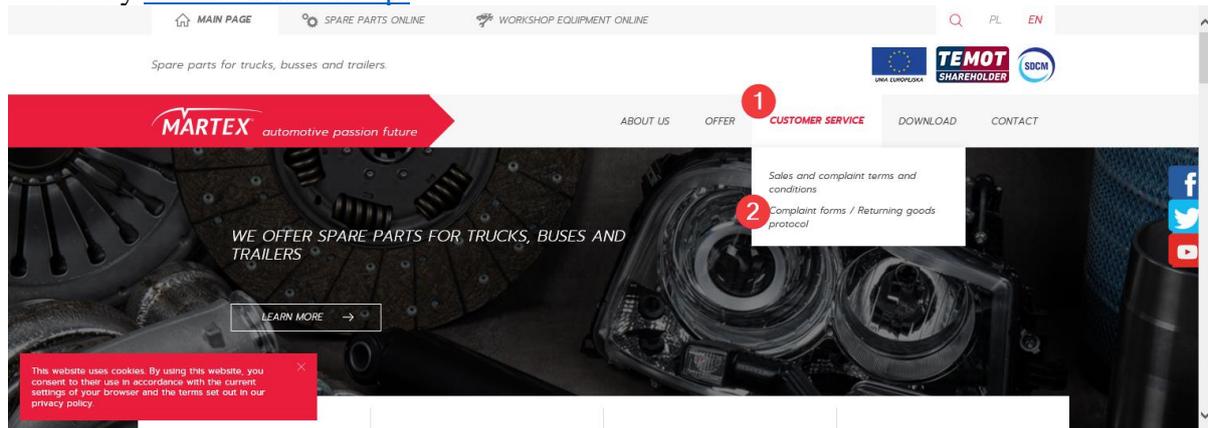
Claim No. B2B/.....

Manual:

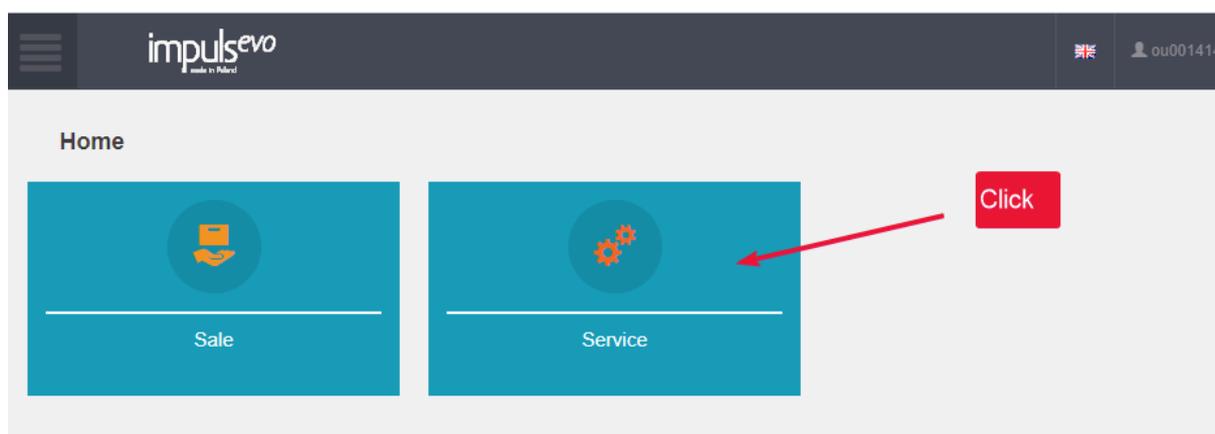
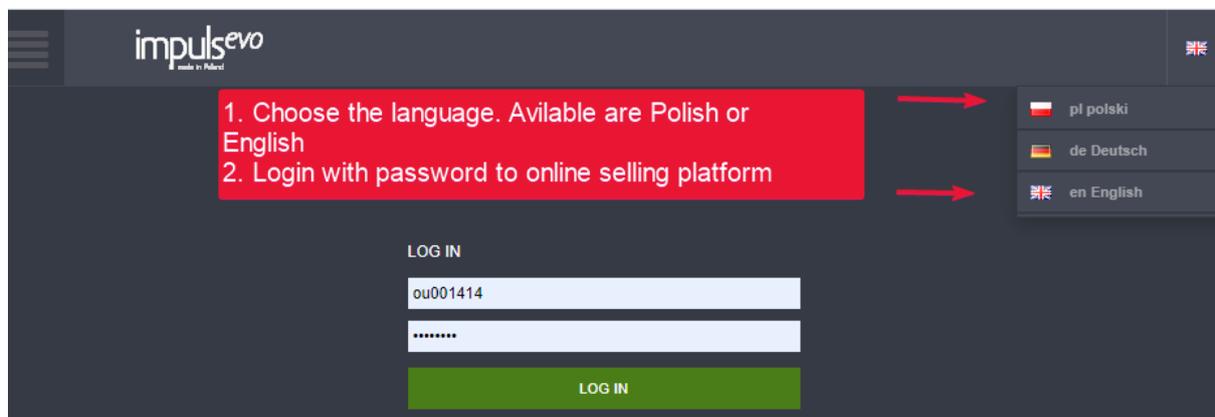
1. You will be transferred to the complaint handling portal (2), to which you must log in with the login and password you have for our online sales platform (1).

The screenshot shows the Martex website interface. At the top, there are logos for MARTEX and TEMOT SHAREHOLDER, along with a search bar labeled 'Enter a search'. Below the logos is the text 'CZĘŚCI DO CIĘŻARÓWEK' and 'Spare parts'. A navigation menu includes 'ABOUT US', 'OFFER', 'NEWS', 'PROMOTION', and 'DOWNLO'. The main content area features a 'Log in' section with a red circle '1' next to it. The login form contains fields for 'Username: 04839' and 'Password:', a 'Recover password' link, and a 'Log in' button. Below the login form are several menu items: 'Promotion', 'News', 'Assortment', 'Complaints' (highlighted with a red circle '2'), and 'Ask about goods'. To the right of the login form, there is a search bar labeled 'Search all codes' and another search bar labeled 'Search by Vehicle'.

2. By www.martextruck.pl



3. You will be moved to the application program where it will be possible to register the complaint after logging in again with the same login and password as for the online platform.



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Home / Service / Claim

Click to choose itmes to complain from invoice

Add form

Click to choose purchase invoice

Service requests More

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Home / Service / Claim forms / Sales invoices

Sales invoices

Search Start date:

SEARCH

Full invoice number	sales date	Type of document	net value	Value of VAT	Gross value	PaymentDue	issued date	Payment method	Is the invoice / bill is invoice correction	Currency code	Value of the currency	e-invoice	
1/FA/2020/06168	3/31/2020	FA	91.67	7.33	99.00	4/30/2020	3/31/2020	(2)- Przelew Odroczone	N	PLN			CHOOSE POSITIONS
1/FA/2020/03714	2/27/2020	FA	91.67	7.33	99.00	3/30/2020	2/27/2020	(2)- Przelew Odroczone	N	PLN			CHOOSE POSITIONS

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Home / Invoice items

Invoice items : 9/FA/H/2019/37750

The numbering of the items in the document	Item	Service/item name	The quantity actually delivered or accepted into the warehouse	Unit of measure	VAT rate	Net unit price	Gross unit price	Selling price	The net value	VAT value	The gross value	
1	TIR2018-01	SZCZOTKA DO MYCIA TIR 160CM TELESKOPOWA	1.000	pcs	23	26.10	32.10	26.10	26.10	6.00	32.10	SUBMIT A COMPLAINT
2	G167	PREPARAT DO CZYSZCZENIA FELG K2 ROTON 70	1.000	pcs	23	8.55	10.52	8.55	8.55	1.97	10.52	SUBMIT A COMPLAINT
3	00011120	PLYN DO SPRYSKIWACZY LETNI 5L	4.000	pcs	23	2.90	3.57	2.90	11.60	2.67	14.27	SUBMIT A COMPLAINT

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Home / ... / **Submit a complaint**

Submit a complaint

9/FA/H/2019/37750 - 2

Item G167

The full name of the material formed from PREPARAT DO CZYSZCZENIA FELG K2 ROTON 70
the name of the group and property

The amount sold 1 pcs

The number of complaint 1

1 2

Type of complaint

Expected way of solution Faktura korygująca / credit note

Topic

Description

RETURN SUBMIT A COMPLAINT

Please choose
1. type of complaint
2. expected way of solution
next fill up the rest informations
In the end click submit a complaint

In case of a complaint, please fill up the following complaint form.
If you return goods, do not complete the form.

important to fill up all
below fields
VIN number will help to
proceed complaint

Assembly date

Defect date

Millage of assembly

Millage of defect

Vehicle model:

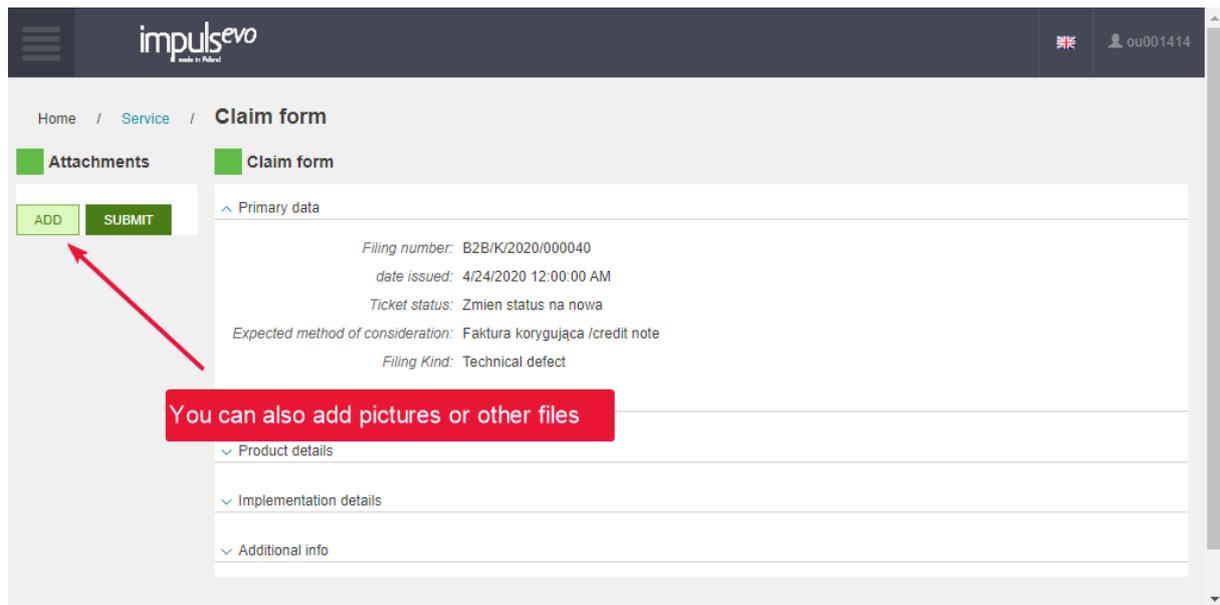
Type:

Complete if another model

Manufacturing year

VIN NO.

RETURN SUBMIT A COMPLAINT



Home / Service / Claim form

Attachments Claim form

ADD SUBMIT

Primary data

Filing number: B2B/K/2020/000040
date issued: 4/24/2020 12:00:00 AM
Ticket status: Zmien status na nowa
Expected method of consideration: Faktura korygująca /credit note
Filing Kind: Technical defect

Product details
Implementation details
Additional info

You can also add pictures or other files

REMINDER

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Claim No. B2B/.....