**客户反馈信息表**

**WARRANTY AND CLAIM INFORMATION FORM**

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| **RSRE/04-CS-002-2018 编号 NO.:** |
| **1. CUSTOMER CONTACT INFORMATION 客户联络信息** |
| Customer Company Name\*客户公司名称\* |  | Customer Name客户姓名 |  |
| Email Address\*电子邮件地址\* |  | Telephone/Mobile contact No\*固定电话/手机号码\* |  |
| **2. PROCUREMENT INFORMATION 采购信息** |
| Invoice date\*发票日期\* |  | Product Order No\*PO编号\* |  |
| Place from Purchase采购地 |  | Risen Sales person/Distributer\* (Contact details)日升销售/经销商\*（联系方式） |  |
| Module procurement unit price (Per watt) :组件采购价格（每瓦）： |
| **3. PRODUCT INFORMATION 产品信息** |
| Product Model /Item no\*产品型号\* |  | Total Pruchase Volume (In MW)\*购买总量（？MW）\* |  |
| Total Quantity (in Pecs)\*总数量（片数）\* |  | Write problem identified date\*问题发生日期\* |  |
| Damage Quantity\*受损数量\* |  | Defect Type\*问题类型\* |  |
| **4. SYSTEM DESCRIPTION 系统描述** |
| City/Province/Country\*城市/省份/国家\* |  | Location Longitude & Latitude\*地理位置 经度&纬度\* |  |
| Installation Type (Roof/Ground)\*安装类型（屋顶/地面电站）\* |  | Installation date\*安装日期\* |  |
| System Commissioning date系统运行开始日期 |  | System Power generation data (10 days before and after data of Problem found)系统最大功率（问题发生10天前后的数据） |  |
| System type (Off grid/ On grid)\*系统类型（离网/并网）\* |  | Total Project capacity\*项目总产能\* |  |
| Failure Modules Position in string and Block no\*受损组件在阵列中的位置\* |  |
| Failure Modules Inverter no. / String Combiner Box no.受损组件逆变器编号/汇流箱编号 |  |
| **5. PRODUCT CLAIM DETAIL INFORMATION 产品投诉明细** |
| Claimed person identity (Installer/ Distributer/End user)\*: 投诉人（安装商/分销商/终端用户）\*： |
| Detail of claim modules ( Please fill the below items)\*: 投诉组件明细（请填写以下表格）\*： |
| Module Serial Number组件序列号 | Module Type组件型号 | Defect Type(please attached each defect Pictures)受损类型（请添附受损组件照片） | Testing Method/ Procedure测试方法/步骤 |
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| Solution Preferred (Put a "tick mark" on it)\*意向（在方框内打钩）\* |  **Repair维修** |  **Replacement更换** |  **Refund退货** |
| Any Other Suggestion (as an advice)其他建议 |  |
| **Document required for Claim modules\*****需要提供文件\*** |
| 1) Pictures of Each Defect Modules and identify with module serial number\*1）每块受损组件照片与识别出组件条码的照片\* | 2) Pictures of Installation & Power Plants and System layout\*2）电站安装图纸与布局图\* | 3) Inspection result and other conditions ( Example - Weather, STC)\*3）检查结果与其他情况（例：天气，STC）\* | 4) Power generation data\*4）发电量数据\* |
| 5) Procurement Contract /PO\*5）采购联系方式/PO\* | 6) Drawing of mounting system\*6）支架系统图纸\* | 7) Claimed Payment list and Invoice\* 7）投诉赔偿清单和发票\* |  |
| **Notice: (please send this form to Risen Energy Sales person or customer service person at you contact and email us to :** afterservice@risenenergy.com**)****Terms and Conditions:****注意：（请发送此表至与您联系的日升销售人员或客服人员并邮件发送至**afterservice@risenenergy.com**）****条款和条件：** |
| **1. All claims are subject to be reviewed and limited by original warranty.****1.所有索赔都被评估并受限于原始质保。** |
| **2. Before the cause of the problem becomes clear, Risen Energy would not afford the indirect cost referring to defects solving,such as testing fees,delivery, disassembling fees,etc.****2.在问题原因明确之前，日升不会承担由解决损失导致的间接费用，例如测试费，运费，拆卸费等。** |
| **3. Please attach a copy of the original invoice as the proof of purchase.****3.请附上原始发票的副本作为凭证。** |
| **4. Risen cannot accept any unauthorized return shipment or transportation by any customer. Risen will not be responsible for such cases.****4.日升不接受任何客户的未经任何授权的退运或退回。日升不会对此类案件负责。** |
|  **I agree with all these terms and conditions are above mentioned****我同意以上条款和条件** |
| **Signature** |
| **RISEN CUSTOMER SERVICE USE ONLY****仅供日升客服部使用** |
| **Customer Service Engineer Contact Information****日升客服工程师联系信息** |
| Case Owner Name案件处理人 |  | Email Address电子邮件 |  |
| Contact Number联系电话 |  |  |  |
| **Schedule to complete Investigation****调查计划完成进度** |
| Forecast Complete schedule计划完成时间 |  | Any Delay give reason如有延迟给出原因 |  |
| Actual Complete Schedule实际完成时间 |  |  |  |
| **Investigation of Problem and Solution to recovery :****( If required, also can provide Analysis report in attached)****调查原因和解决方案：****（可将分析报告作为附件添加）** |
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| **Customer Service Engineer Signature****客服工程师签字** | **Approval of Customer Service Manager****客服经理批准** |