**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](mailto: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](mailto: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** | | | | | | | | | |