

CUSTOMER DETAILS

Customer number	
Case number	
RMA number (if applicable)	
Agreed temporary solution	

cordstrap

**ATTENTION: CORDSTRAP DOES NOT
ACCEPT ANY RETURNS OF USED
OR BROKEN BATTERIES**

CORDSTRAP CUSTOMER SERVICES **WE'RE HERE TO HELP**

To ensure a smooth and speedy resolution of your claim, please complete this form with as much detail as possible. Accurate and thorough information will help us address your issue efficiently.

Our goal is to make this process as simple and stress-free as possible. If you have any questions or need assistance while filling out the form, don't hesitate to contact our Customer Service Team – we're here to support you every step of the way.

PLEASE SELECT THE PRODUCT GROUP

CC Strapping	CL Lashing	DB Dunnage Bags	Buckles	Tools	Other
 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>
Batch/serial number/production order can be found on: (See page 2 for further details)					
- Label on the box - Label inside core	- Label on the box - Label on the palletbox - Label on the bag	- Label on the palletbox	- Label on the box - Inscription on the buckle	- Label on the packaging - Label on the tool - Inscription on the tool	- Label on the box - Label inside core

Item description	
Item number	
Batch number	
Quantity affected	
Buckle / Strapping / Lashing / Tool type used	
Application / load type	

PICTURES / VIDEOS ATTACHED TO THE CASE

Label sticker	<input type="checkbox"/>
Details of the issue	<input type="checkbox"/>
Situation/environment	<input type="checkbox"/>

COLLECTED AFFECTED SAMPLES

Strap / Lashing	Ca.50 m	<input type="checkbox"/>
Buckles	5-10 buckles	<input type="checkbox"/>
Dunnage Bags	5 bags	<input type="checkbox"/>

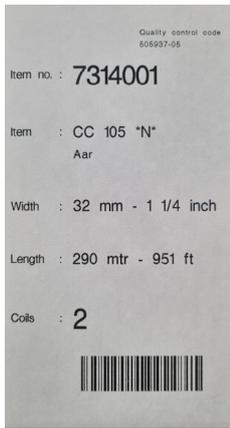
PLEASE DO NOT SEND US MORE THAN THE SAMPLES

**PLEASE DO NOT USE THE REMAINING ITEMS FROM THE AFFECTED BATCH.
PLEASE STORE THEM IN YOUR WAREHOUSE WITH A QUARANTINE SIGN.**

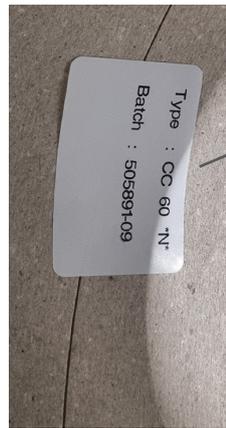
www.cordstrap.com

BATCH NUMBER / QUALITY CODE FINDER:

CC Strapping



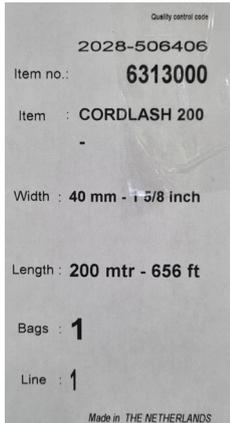
BOX
Label sticker:
Quality control code
= Batch code
(Refers to production
order)



CORE STICKER
Batch
= Batch number
On the sticker inside
the core

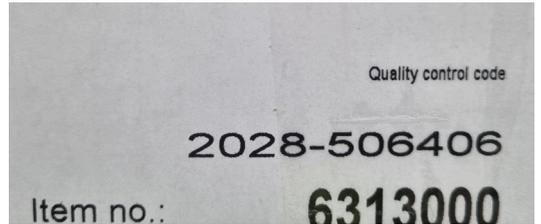
(Printed code
= batch code
of core itself)

CL Lashing



BOX/BAG
Label sticker:
Quality control code
= Batch code
(Refers to production
order)

Label stickers are
positioned on the
box and on the bags



PALLETBOX
Label sticker:
Quality control code = Batch code
(Refers to production order)
Each Quality Control Code refers to individual box

DB Dunnage Bags



DB print:
RSO number = Batch code (7 digits)

Reference	RSO 1584038	
LOT Nr.	22072020/CS90x120 - 17 -	
Product	CDB Cargo Secure Medium 90x120CM WM/L1/FIV-Dconnect	
Item Nr.	4270110	
Production Date	Quantity	Gross Weight
22.07.2020	400 PCS	198 KG
ADDRESS	CORDSTRAP BV. NOBELSTRAAT 1 5807 GA OOSTRUM THE NETHERLANDS MADE IN TURKEY	

Label sticker:
RSO number = Batch code (7 digits)
(Refers to production date and item description)

Buckles



FORGED BUCKLE
Inscription:
Code = Batch code
(Refers to supplier code)



CS BUCKLE
Label sticker:
Batch = Batch code
(Refers to production order)