

# b LIGHTGUIDE Complaint submission

Complaint No				
(assigned by LGO)				

### 1. Details of compliant:

Name/Organizatio (Name, e-mail, other contact information Date of the complaint submissio Customer's complaint reference

n:	
n):	
n:	
e:	

2. Details of product(s) (several LOTs can be listed if all have the same failure mode, please use a separate page for a different failure mode):

LOT number(s) and affected quantity:

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ther*:	

\*If LOT number is not known please fill as many information as possible - Product code(s)/article, Delivery note number, Serial number, Invoice number, Purchase Order(s)/Confirmation order etc. This will help us to identifythe product. If LOT number is known field marked with (\*) may be left blank.

### 3. Remedy requested (check one or multiple boxes):

Refund (credit note)		□ Rework	□ Production record's review
□ Replace		Specification change	□ None
□ Other			

# 4. Description of the complaint (check one or multiple boxes):

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Broken fiber	□ Carbonization of the fibe	er 🛛 Low transmission		
Broken quartz glass ca	p □ Quality of jacket	Quality of assembly		
Damaged distal end	□ Contamination	□ Sterile packaging		
Polishing defect	□ Labeling/ marking	Design error		
Error in documentation	□ Other			
5. Nonconformity discovered during:				
□ incoming inspection	□ installation □ sul	b-assembly 🛛 use		
6. Detailed description:				

# 7. Is it possible to return the defective product(s)\*\*:

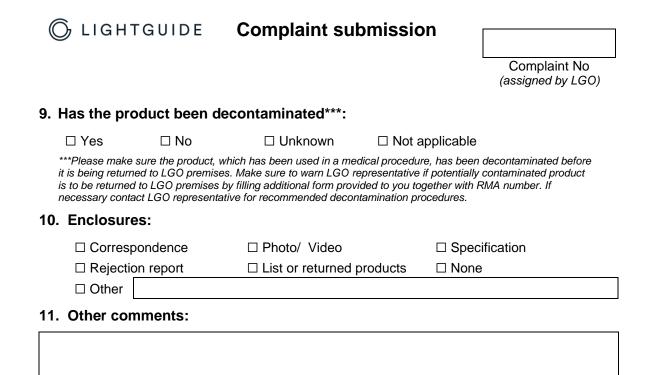
□ Yes □ No

\*\*If yes, please wait for LGO representative to provide a Return Material Authorization (RMA) number before returning the defective product(s). Please use the RMA number as a reference when returning the defective product(s) to LGO premises for investigation/rework.

# 8. Has the product been used in a medical procedure:

□ Yes □ No

Light Guide Optics International, Ltd. I V 41503034724 Celtniecibas street 8, Livani, LV-5316, Latvia



# Thank you for taking the time to fill out this form.

It will help us to perform a throughout investigation and analysis of your complaint in timely manner. Your opinion is very important to us, as we manufacture our products with a high sense of responsibility and care. Your feedback helps us to achieve a higher bar of quality by improving functionality and safety of our products. Please return the filled form through your LGO contact person or to regulatory@lightguide.com. LGO representative will get in contact with you to agree on further action.

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