We are very sorry that our services or products did not fully meet your expectations! As one of the major suppliers of refractory kiln furniture and high temperature & thermal shock resistant materials in the world, Trend is committed to providing all of our customers with the best design solutions, high-grade products, and the most satisfactory service. Please complete the following basic information, so that we can identify the problem in a timely and accurate manner, efficiently solve your appeal, and help us to improve our management.

Basic Information of Customer and Complaint Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name of customer |  | | | Customer code |  |
| Order number |  | Order date |  | Delivery date |  |
| Contact |  | Email |  | Telephone / Mobile |  |
| Drawing number | show the drawing number of the complained product (if available) | | | | |
| Basic information of the kiln | | | | | |
| Type of kiln |  | Optional: tunnel kiln、shuttle kiln、roller kiln、pusher kiln、bell/beehive kiln、ring kiln、others | | | |
| Type of fuel |  | optional：natural gas, liquefied petroleum gas, gas, diesel, heavy oil, electricity, coal, others | | | |
| Firing atmosphere |  | Optional: oxidizing atmosphere, reducing atmosphere, natural atmosphere, inert atmosphere, others | | | |
| Position of burner |  | Optional: side firing、top firing、side firing + top firing、other | | | |
| Size of kiln |  | Optional: effective length, width, height or effective volume of kiln | | | |
| Products fired |  | Optional: the specific type or name of the products fired on this kiln | | | |
| Temperature of thermal couple |  | Optional: the maximum firing temperature from thermal couple | | | |
| Temperature of ring |  | Optional: the maximum temperature from ring（if available） | | | |
| Temperature of cone |  | Optional: the maximum temperature from cone（if available） | | | |
| Firing time |  | Optional: the total time from in to out | | | |
| Soaking time |  | Optional: the dwelling time of the products at maximum temperature | | | |
| Other information |  | Optional: other information | | | |
| The specific problem | | | | | |
| Type of complaint |  | Optional: on time delivery、packing、visual quality、failure in use、poor service、others | | | |
| Complaint details | The details of the complaint, the specific requirements for Trend or how you want Trend to solve it | | | | |
| Relative pictures | Upload the pictures related to the complaint | | | | |
| Relative drawings | Upload the drawings related to the complaint (if available) | | | | |
| Other information | Upload the other information related to the complaint (if available) | | | | |