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) |