|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Cable Product Complaint Registration Form | | | | | | | | |
| Is the cable clearly marked with “BCL” on the actual cable?  Note: If not, we cannot accept a complaint. | | | Yes, it is marked BCL | | No, it isn’t marked BCL | | Not Sure | |
| Your Details |  | | | | | | | |
| Full Name and Position | | Click or tap here to enter text. | | | | | | |
| Organisation Name | | Click or tap here to enter text. | | | | | | |
| Contact Address | | Click or tap here to enter text. | | | | | | |
| Telephone Number(s) | | Click or tap here to enter text. | | | | | | |
| Email Address | | Click or tap here to enter text. | | | | | | |
| Date of Initial Contact with BCL (if by telephone) | | Click or tap here to enter text. | | | | | | |
| Complaint Details (relating to the cable) | | | | | | | | |
| To support your complaint, please submit a sample (minimum 2m, or more if requested) of the cable with complete markings, photographs showing the cable together with its packaging, drums, reels, method of installation, position in situ, condition after installation (as appropriate), condition after removal (as appropriate); details of any tests performed and test results; purchasing information such as copies of orders and delivery notes; any certificates of conformity; copies of reel labels; copies of correspondence with supply chain parties; and any other information to enable BCL to conduct an investigation into the case. Where necessary the cable should be left in situ for inspection.  Tick this box if documentation is provided with this registration form | | | | | | | | |
| How is the cable marked (copy exactly how the cable is embossed / marked on the outer sheathing) | Click or tap here to enter text. | | | | | | | |
| Type of cable (standards and construction) | Click or tap here to enter text. | | | Approximate age of cable (if known) | | Click or tap here to enter text. | | |
| Number and size of  cores (sqmm) | Click or tap here to enter text. | | | Date of manufacture  (if known) | | Click or tap here to enter text. | | |
| Manufacturer (if known) | Click or tap here to enter text. | | | Is the cable installed? | | Click or tap here to enter text. | | |
| From whom was the cable purchased? (Name(s) / Contact details) | Click or tap here to enter text. | | | Has there been any correspondence with the person from whom the product was purchased? | | YES  (if so, please attach) | | NO |
|  | | | | | | | | |
| BCL Internal use only (below) | | | | | | | | |
| BCL Reference : | Click or tap here to enter text. | | | | | | | |
| Date further contact made: | Click or tap here to enter text. | | | | | | | |