

Complaint Form

BEGO Bremer Goldschlägerei Wilh. Herbst GmbH & Co. KG

Customer information

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Practice/Laboratory	Contact person	BEGO Customer No.	Date
<input type="text"/>	<input type="text"/>		
Phone	E-Mail		
<input type="text"/>			
Address			

Complaint

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Quantity of articles	Article number	Article name	Batch

Detailed information about the complaint

Investment material:

<input type="checkbox"/> Conventional heating	<input type="checkbox"/> Speed heating	<input type="checkbox"/> Insertion temperature/preheating temperature: <input type="text"/>
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Alloy:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Casting device	Program number	Casting temperature	Preheating temperature	Veneering ceramic

Varseo 3D printing:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SN (serial number) printer	Software version printer	Nesting software version	Cleaning device	Light-curing device	Post-curing time

For a fast and proper processing of your complaint please also send in the data sets (STL-, bego.ccp and bcp Dateien) and printed objects or detailed pictures.

In case of serious injury (e.g. permanent damage/impairment and/or prolonged hospitalisation) or even death of the patient, BEGO must be informed immediately.

Description of the problem

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Return after processing

After the complaint has been processed, please arrange a return of the item

Note: Once a complaint has been finalised, BEGO generally scraps the claimed items after 6 months.

Please send the completed complaint form to BEGO Bremer Goldschlägerei Wilh. Herbst GmbH & Co. KG, including photographs to support your complaint. BEGO Bremer Goldschlägerei Wilh. Herbst GmbH & Co. KG reserves the right to request the subject of the complaint. Directly sending in the restoration allows your complaint to be processed faster

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E-Mail service-material@bego.com · www.bego.com

If I do not transmit patient data with an anonymised patient ID, but with personal data, the patient's consent is required. BEGO process personal data on the basis of the GDPR and the German Federal Data Protection Act (BDSG). Processing is carried out pursuant to Art. 6 (1) (b) GDPR to fulfill the contract. The approval of the respective patient is required for the transfer of further patient data. Information on data processing pursuant to Art. 13, 14 GDPR can be found at <https://www.bego.com/privacy-policy/information-on-data-processing/>

