

Reporting a Complaint

Dear Customer,





Outstanding product quality, long-established technical expertise and environmentally friendly production processes are the defining features of inorganic pigments from LANXESS. We are keen to ensure that you receive excellence at all times. However, do please let us know if you are ever dissatisfied with any of our products or services.

If you have a complaint, we would be grateful if you would send us the following details / samples / photos. We need these to reconstruct what went wrong. Moreover, this enables us to identify any weaknesses and to optimize our processes.

It is easier for us to deal with your complaint quickly if your details are as complete as possible.

Customer, address, country:	
Application:	<input type="checkbox"/> Paints & Coatings <input type="checkbox"/> Construction <input type="checkbox"/> Paper <input type="checkbox"/> Plastics <input type="checkbox"/> Other:
For commercial inquiries, please contact: <i>(name, phone, e-mail)</i>	
For technical inquiries, please contact: <i>(name, phone, e-mail)</i>	
Date of complaint:	
Type of complaint:	<div style="display: flex; flex-direction: column;"> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Product <i>(e.g. quality, impurities)</i> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Logistics <i>(e.g. damaged or faulty packaging material, transport damage)</i> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Missing documents </div> <div> <input type="checkbox"/> Other: </div> </div> <div style="margin-left: 20px; margin-top: 10px;"> <p>Product complaint:</p> <ul style="list-style-type: none"> • Pigment sample <i>(500 - 1000 g of the offending product with details of batch and pallet numbers)</i> • Samples of undesirable components with an estimate of concentration, volume or frequency of occurrence within faulty product <i>(e.g. 100 g impurities in 1000 kg pigment)</i> • Photos, up to 1MB <i>(Please indicate dimensions, e.g. by showing a scale in centimeters)</i> • Sample /photo of the pigment problem during processing • Analysis results <i>(if available)</i> <p>Logistical complaint</p> <ul style="list-style-type: none"> • Photos <ul style="list-style-type: none"> ○ of the offending packaging material <i>(must be taken while still on truck or in container)</i> ○ of the offending container ○ of the truck and trailer <i>(markings/reg. nos. must be visible)</i> ○ of the packaging material number • Returning faulty packaging material • Copy of receipt of goods paperwork </div>

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Specify the complaint:	
Product:	Quantity:
Customer's order no.:	LANXESS shipping number:
LANXESS batch number(s):	<p>Small containers: Packaging material number on reverse</p>  <p>Batch and pallet number</p> 
LANXESS pallet number(s):	<p>Big bags: Batch, pallet number and packaging material number</p> 
Is there any danger of production stoppage?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need re-delivery?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Your complaint reference no.:	
The following documents have been / will be sent to LANXESS:	<p><input type="checkbox"/> Samples <input type="checkbox"/> Photos <input type="checkbox"/> None <input type="checkbox"/> Photo of an impurity</p> <p><input type="checkbox"/> Other:</p> 

Please send the document (sample, photos, etc.) to the relevant contact at LANXESS Inorganic Pigments.

Thank you for helping us in this way. We will contact you shortly.