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| Cable Product Complaint Registration Form | | | | | | | | |
| Is the cable clearly marked with “BASEC” on the actual cable?  Note: If not, we cannot accept a complaint. | | | Yes, it is marked BASEC | | No, it isn’t marked BASEC | | Not Sure | |
| Your Details |  | | | | | | | |
| Full Name and Position | |  | | | | | | |
| Organisation Name | |  | | | | | | |
| Contact Address | |  | | | | | | |
| Telephone Number(s) | |  | | | | | | |
| Email Address | |  | | | | | | |
| Date of Initial Contact with BASEC (if by telephone) | |  | | | | | | |
| 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 BASEC 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) |  | | | | | | | |
| Type of cable (standards and construction) |  | | | Approximate age of cable (if known) | |  | | |
| Number and size of  cores (sqmm) |  | | | Date of manufacture  (if known) | |  | | |
| Manufacturer (if known) |  | | | Is the cable installed? | |  | | |
| From whom was the cable purchased? (Name(s) / Contact details) |  | | | Has there been any correspondence with the person from whom the product was purchased? | | Yes  (if so, please attach) | | No |
|  | | | | | | | | |
| BASEC Internal use only (below) | | | | | | | | |
| BASEC Reference : |  | | | | | | | |
| Date further contact made: |  | | | | | | | |